

East Suffolk and North Essex NHS Foundation Trust

2018 NHS Staff Survey

Benchmark Report

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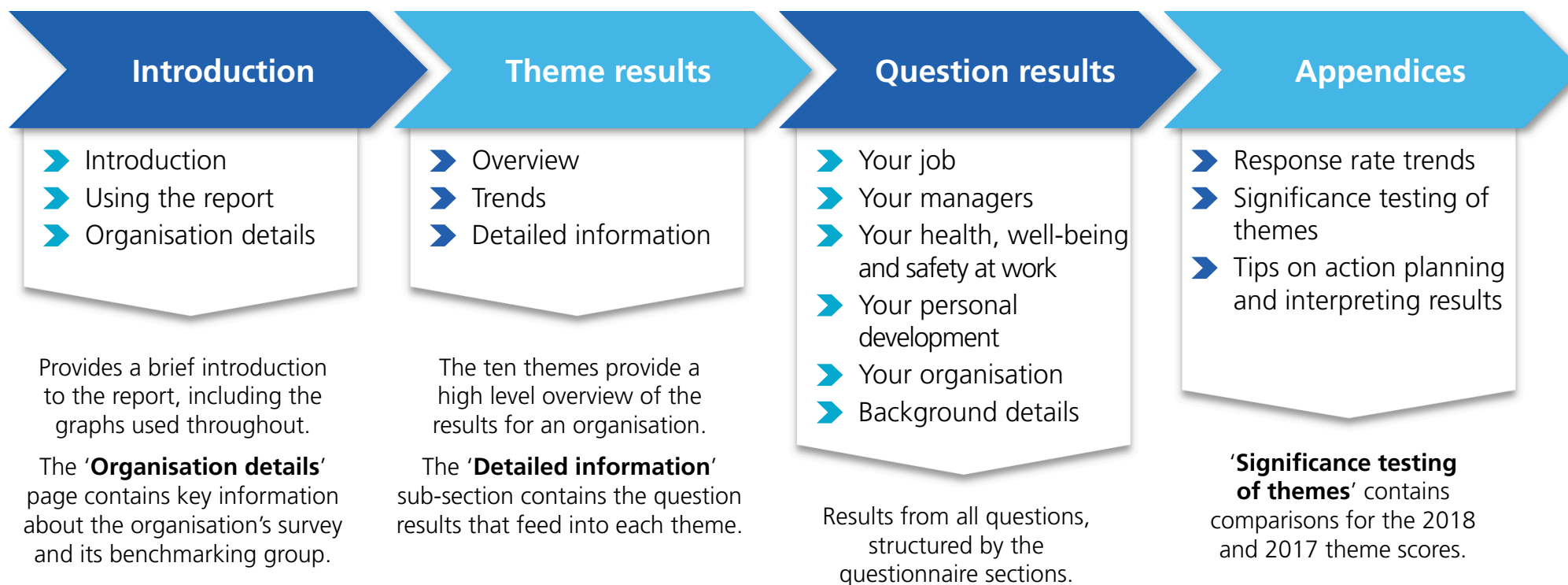
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This benchmark report for East Suffolk and North Essex NHS Foundation Trust contains results for themes and questions from the 2018 NHS Staff Survey, and historical results back to 2014 where possible. These results are presented in the context of the best, average and worst results for similar organisations where appropriate. Data in this report is weighted to allow for fair comparisons between organisations.

Please note: q1, q10a, q19f, q23d-q28a and q29-q31b are not weighted or benchmarked because these questions ask for demographic or factual information.

Full details of how the data is calculated and weighted are included in the Technical Document, available to download from our [results website](#).

The structure of this report



Key features

Question number and text
(or the theme) specified
at the top of each slide

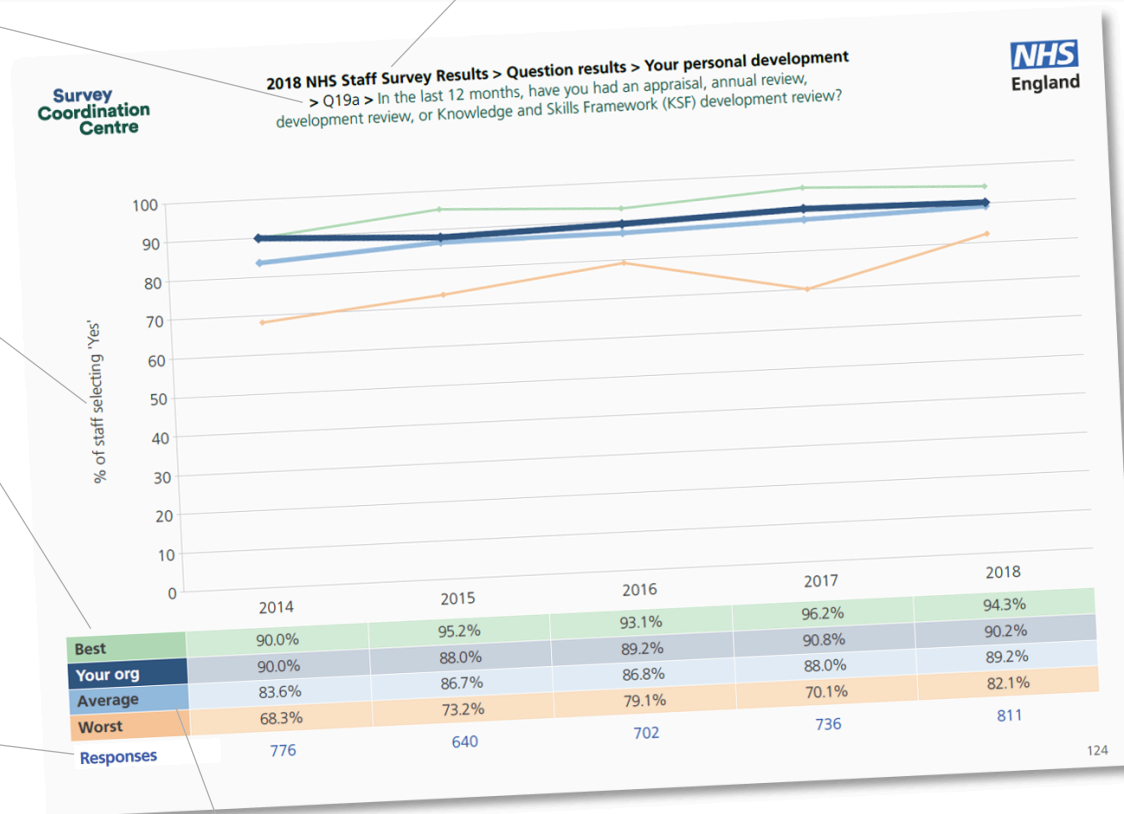
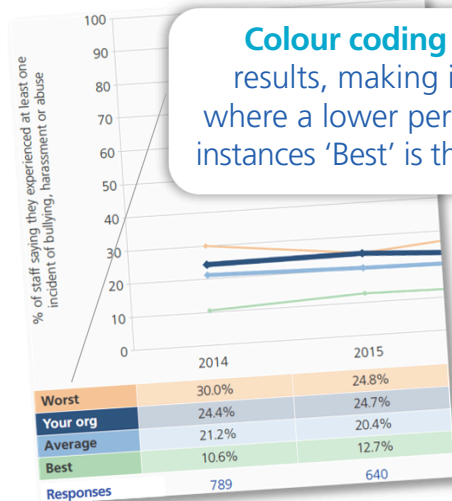
Question-level results are always
reported as percentages; the **meaning
of the value** is outlined along the axis.
Themes are always on a 0-10pt scale
where 10 is the best score attainable

Colour coding highlights best / worst
results, making it easy to spot questions
where a lower percentage is better – in such
instances 'Best' is the bottom line in the table

 **Keep an eye out!**

Number of responses
for the organisation
for the given question

Slide headers are **hyperlinked** throughout the document. '2018
NHS Staff Survey Results' takes you back to the contents page
(which is also hyperlinked to each section), while the rest of the text
highlighted in bold can be used to navigate to sections and sub-sections



Tips on how to read, interpret and use
the data are included in the [Appendices](#)

'Best', 'Average', and 'Worst' refer to the
benchmarking group's best, average and worst **results**

East Suffolk and North Essex NHS Foundation Trust

2018 NHS Staff Survey



Organisation details

Completed questionnaires **3,620**

2018 response rate **39%**

➤ [See response rate trend for the last 5 years](#)

Survey details

Survey mode **Mixed**

Sample type **Census**

This organisation is benchmarked against:

Combined Acute and
Community Trusts



2018 benchmarking group details

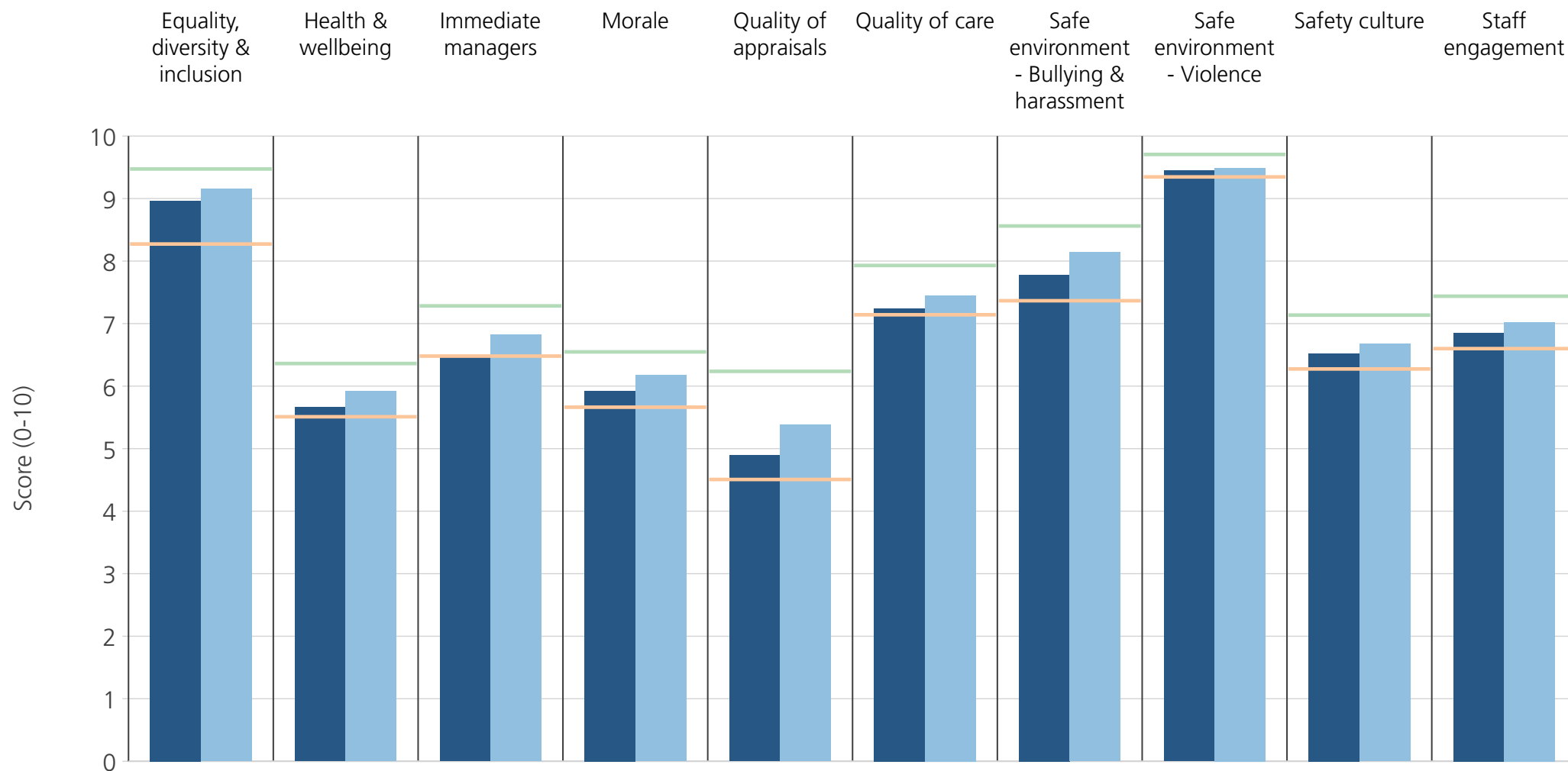
Organisations in group: **43**

Average response rate: **41%**

No. of completed questionnaires:
96,057

Theme results

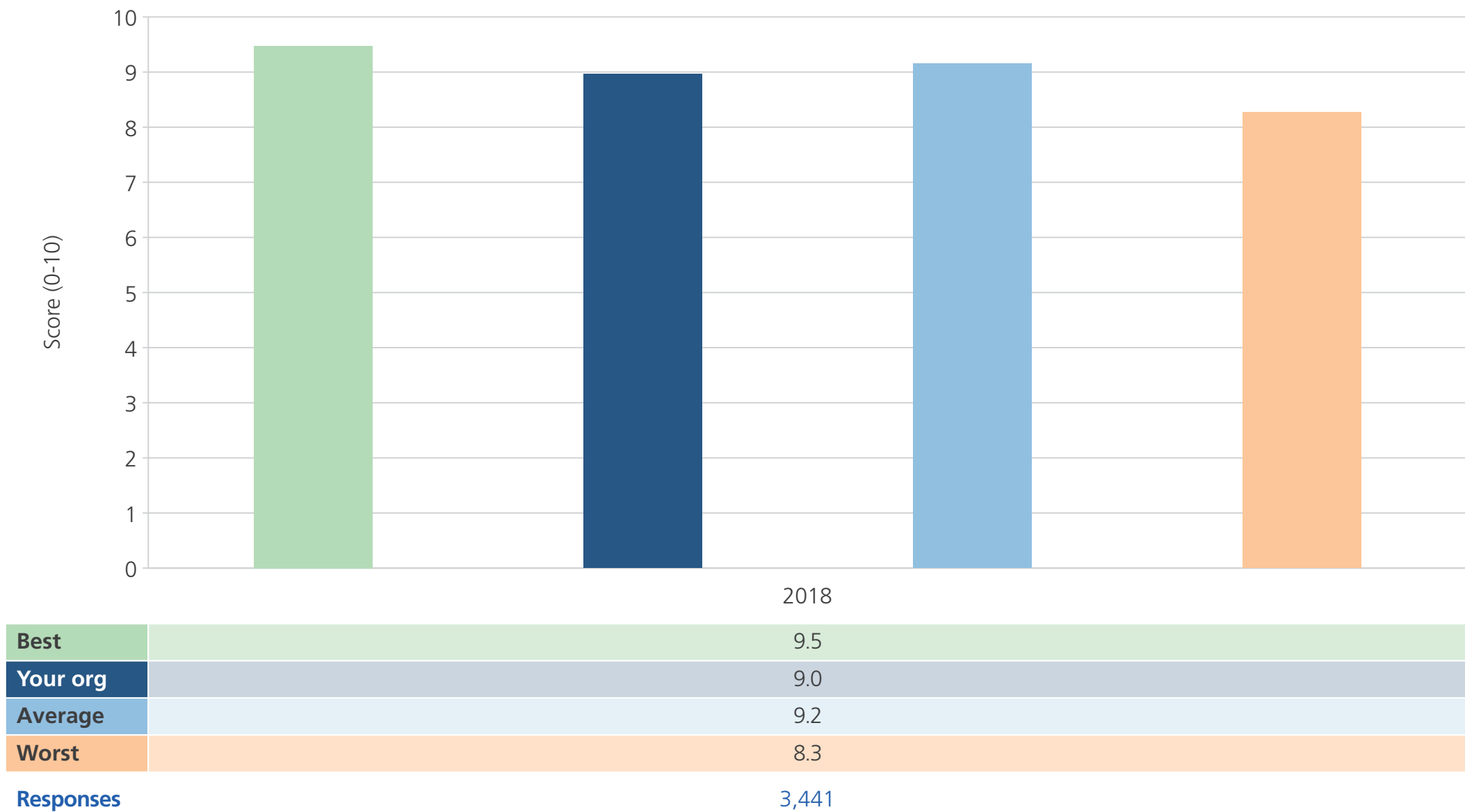
East Suffolk and North Essex NHS Foundation Trust
2018 NHS Staff Survey Results

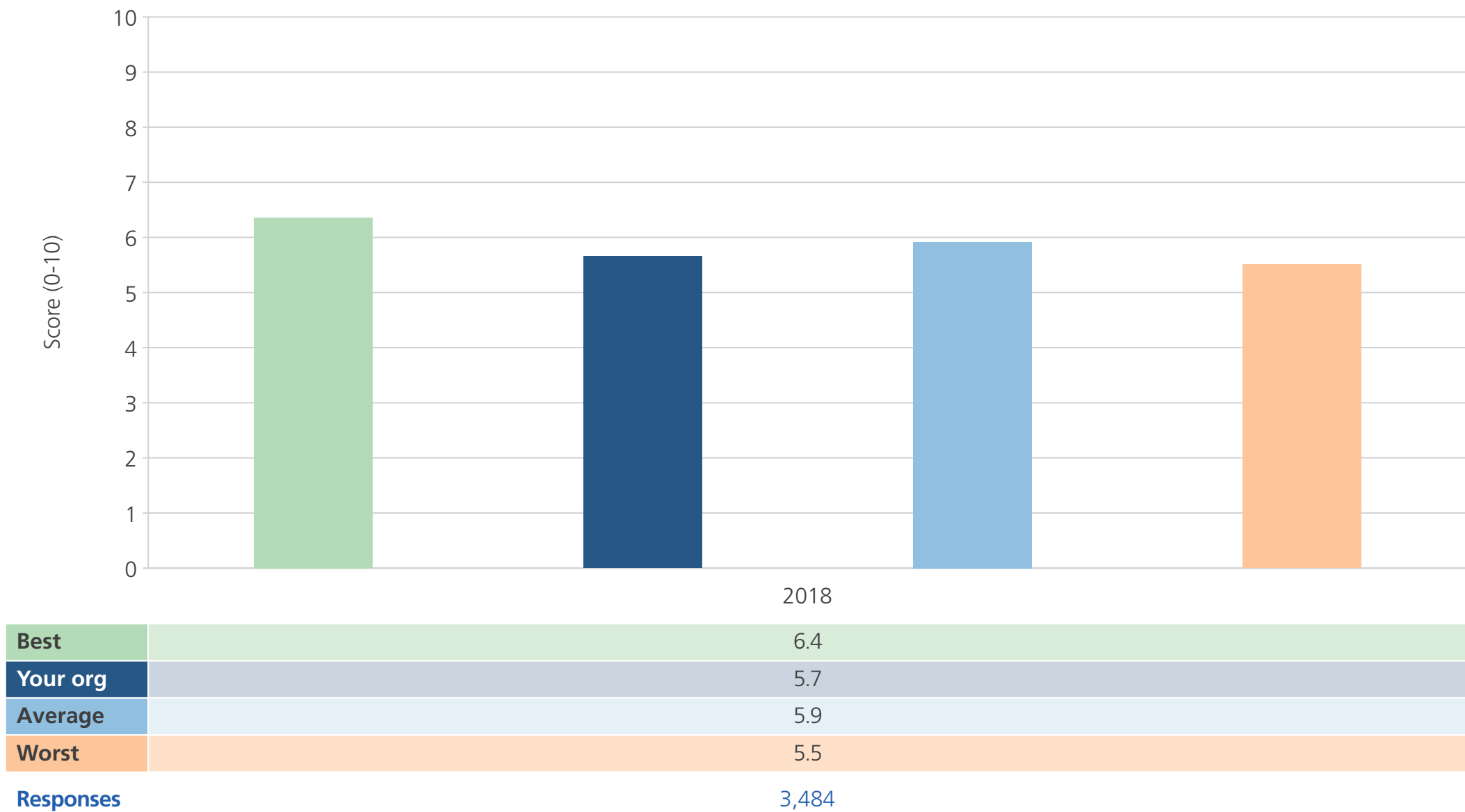


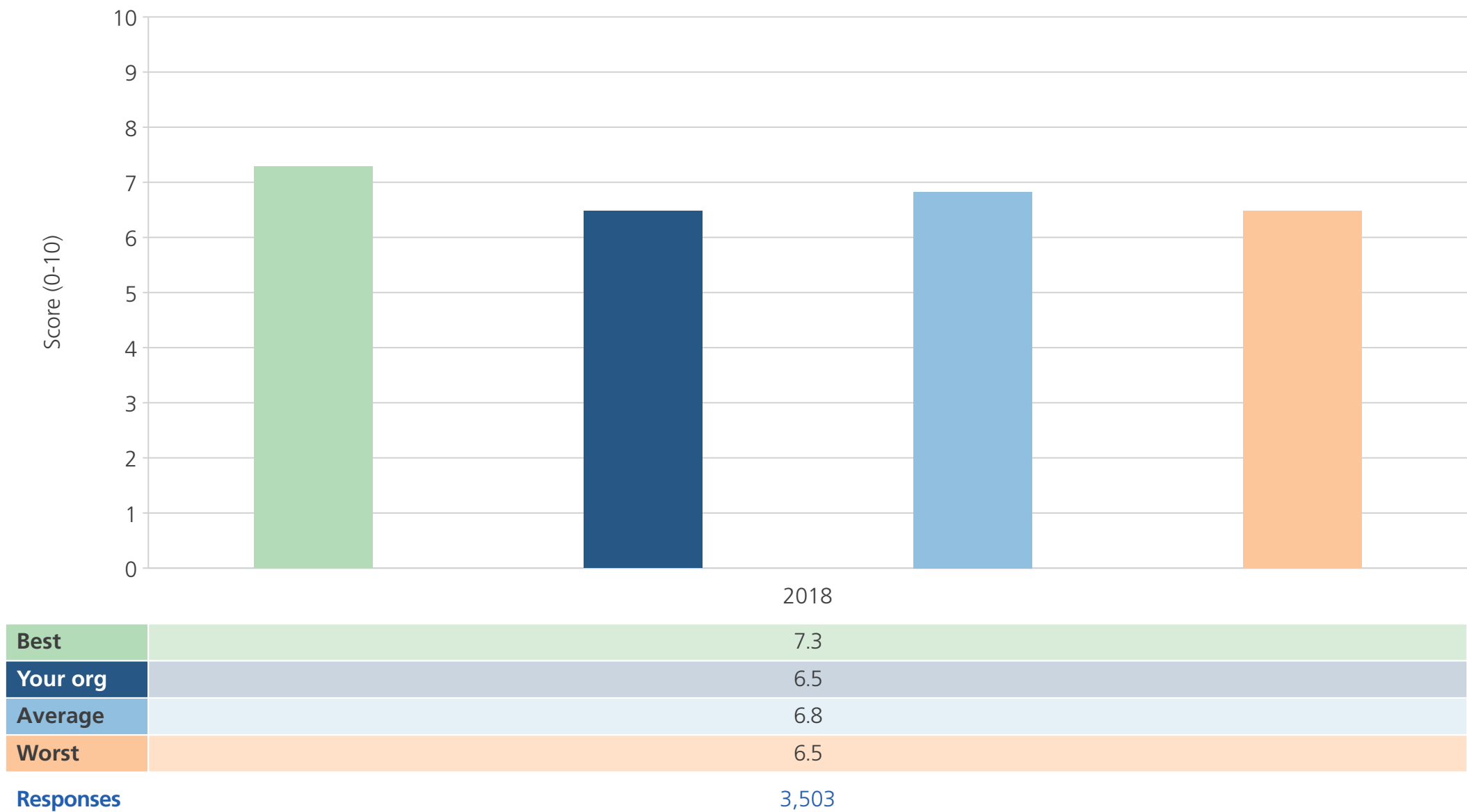
Best	9.5	6.4	7.3	6.5	6.2	7.9	8.6	9.7	7.1	7.4
Your org	9.0	5.7	6.5	5.9	4.9	7.2	7.8	9.5	6.5	6.9
Average	9.2	5.9	6.8	6.2	5.4	7.4	8.1	9.5	6.7	7.0
Worst	8.3	5.5	6.5	5.7	4.5	7.1	7.4	9.3	6.3	6.6
Responses	3,441	3,484	3,503	3,370	2,789	3,154	3,431	3,408	3,426	3,584

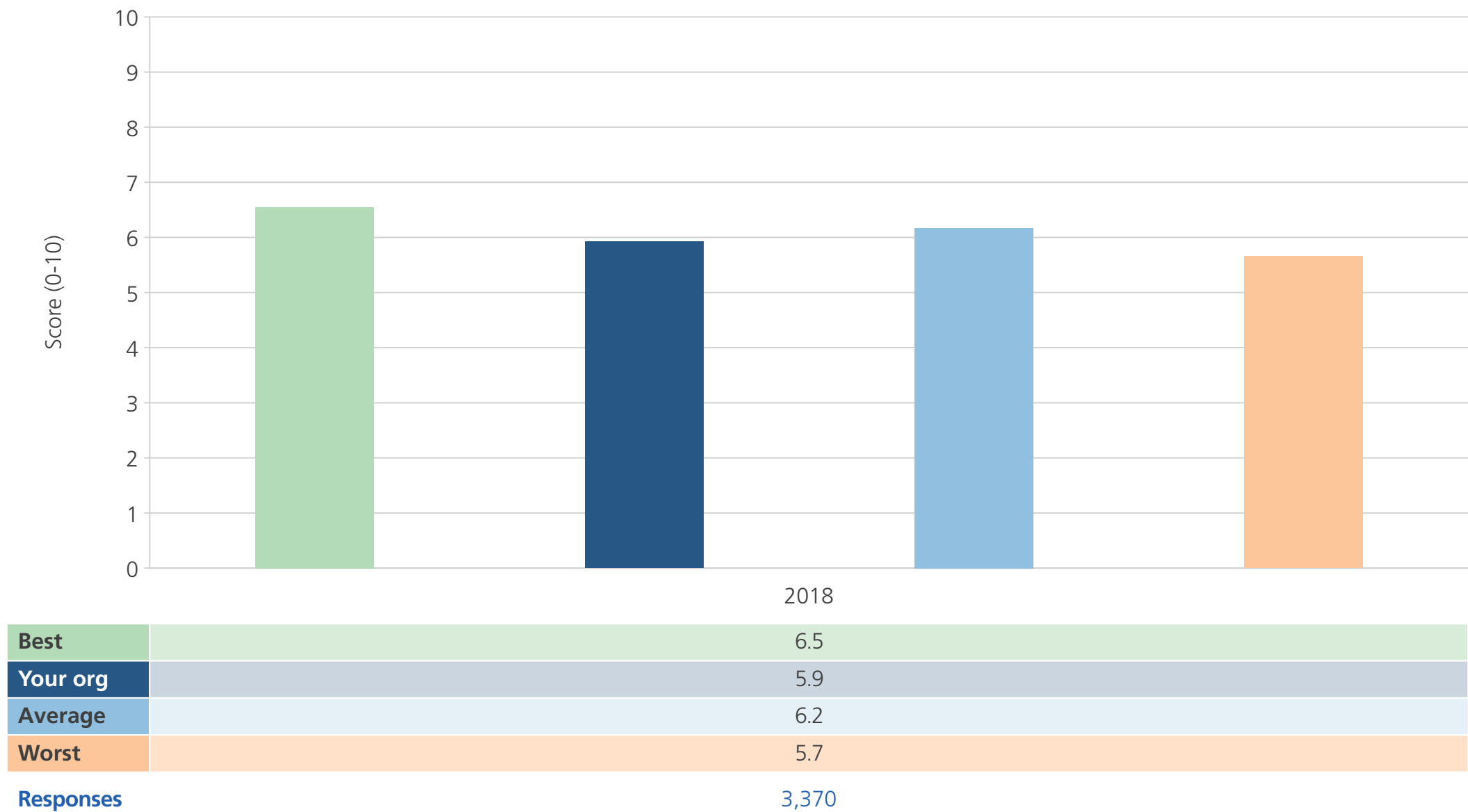
Theme results – Trends

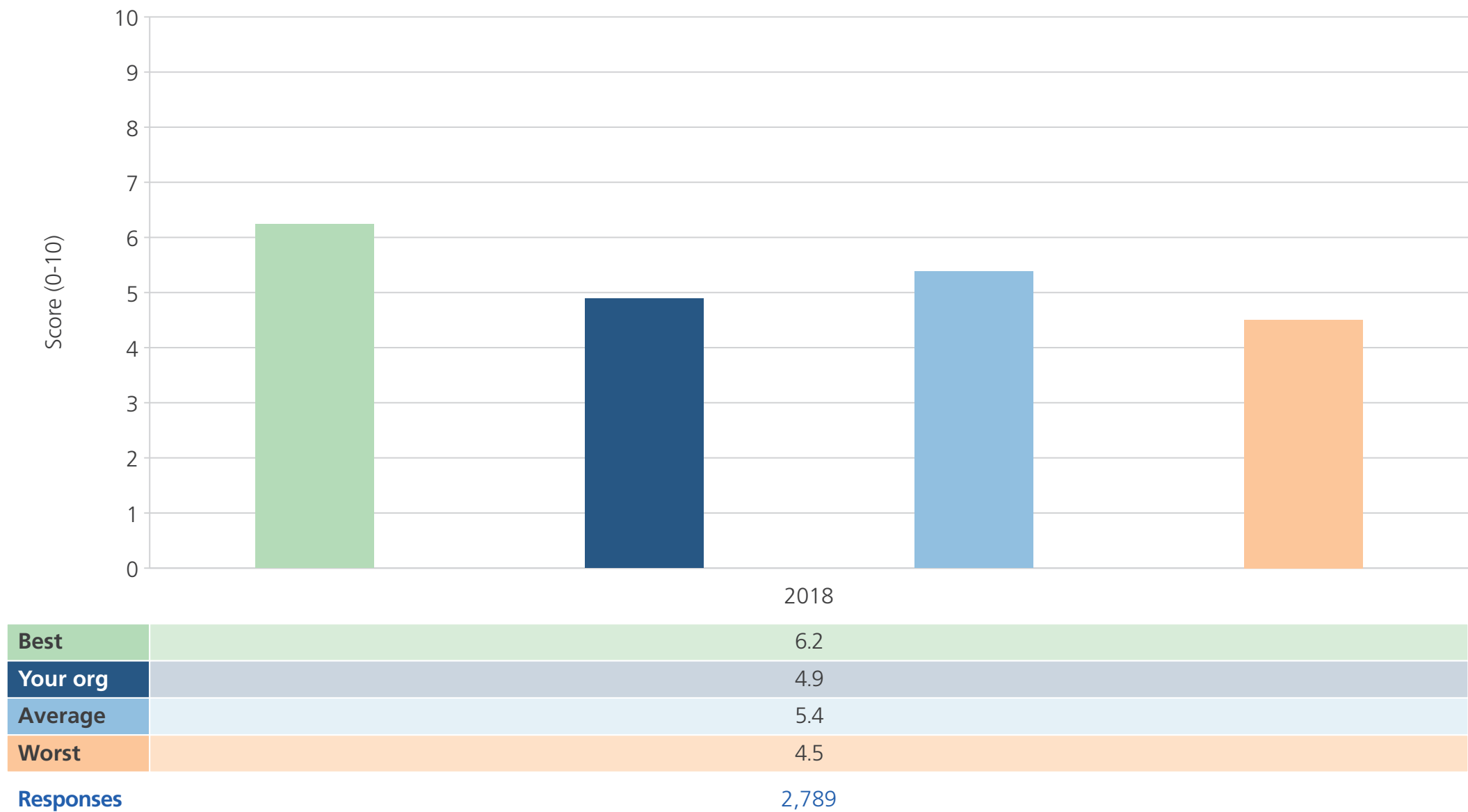
East Suffolk and North Essex NHS Foundation Trust
2018 NHS Staff Survey Results

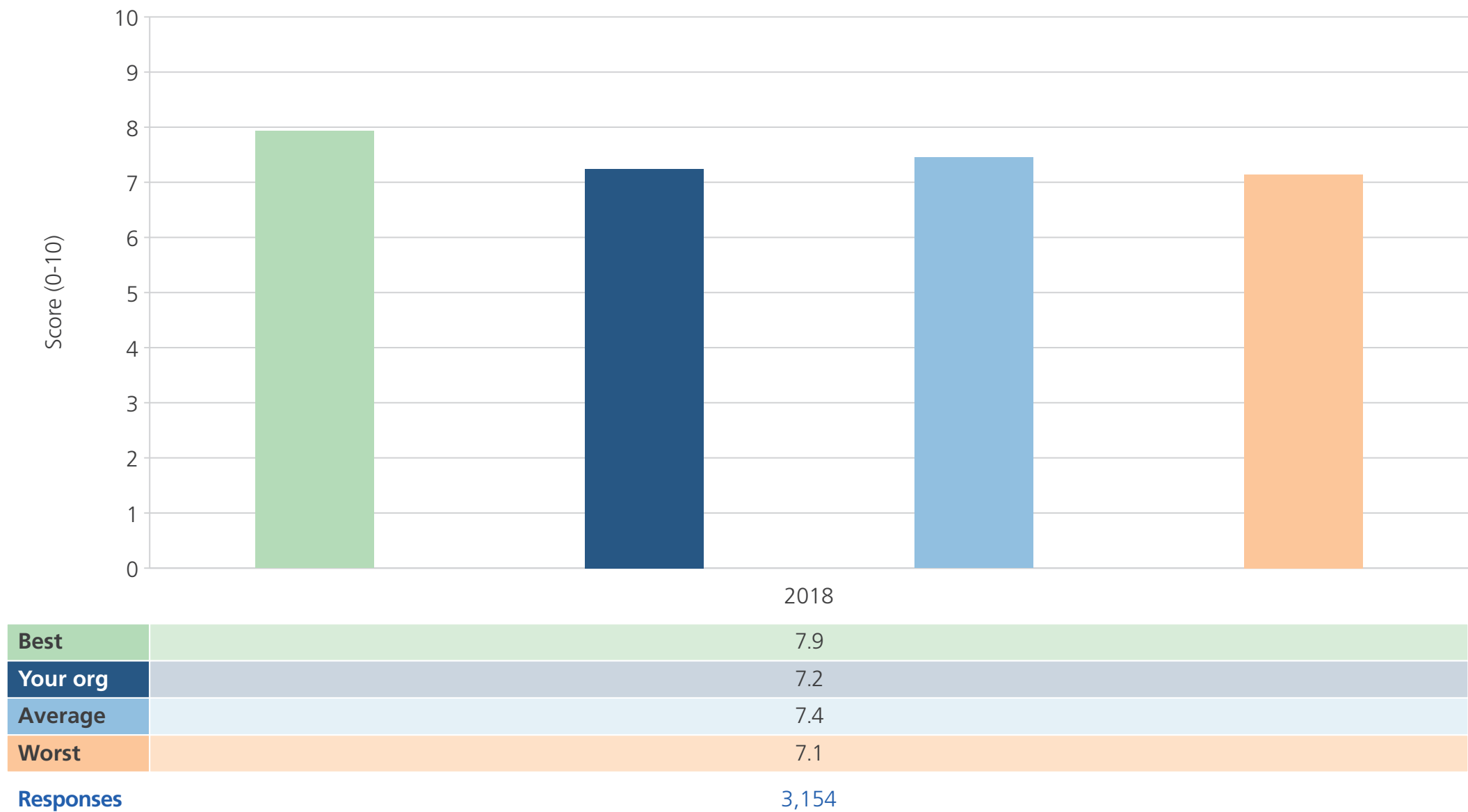


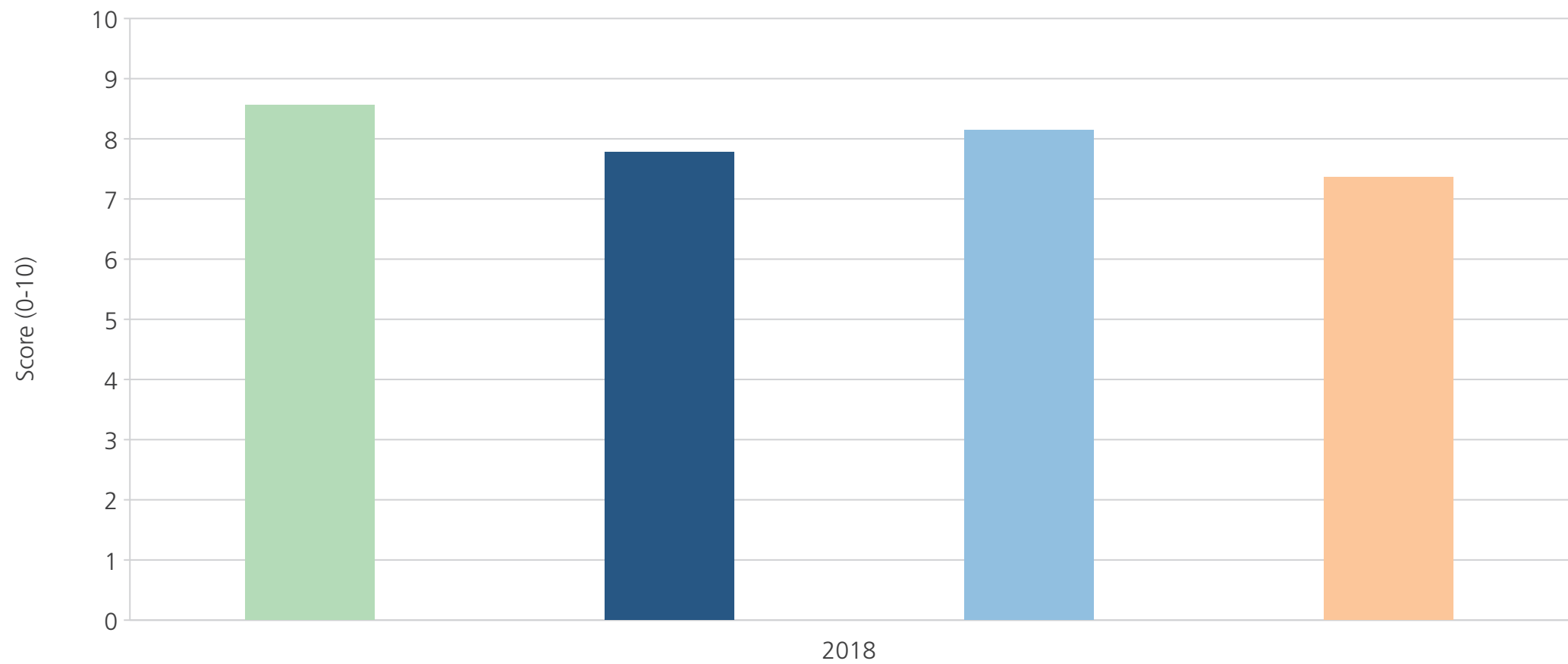






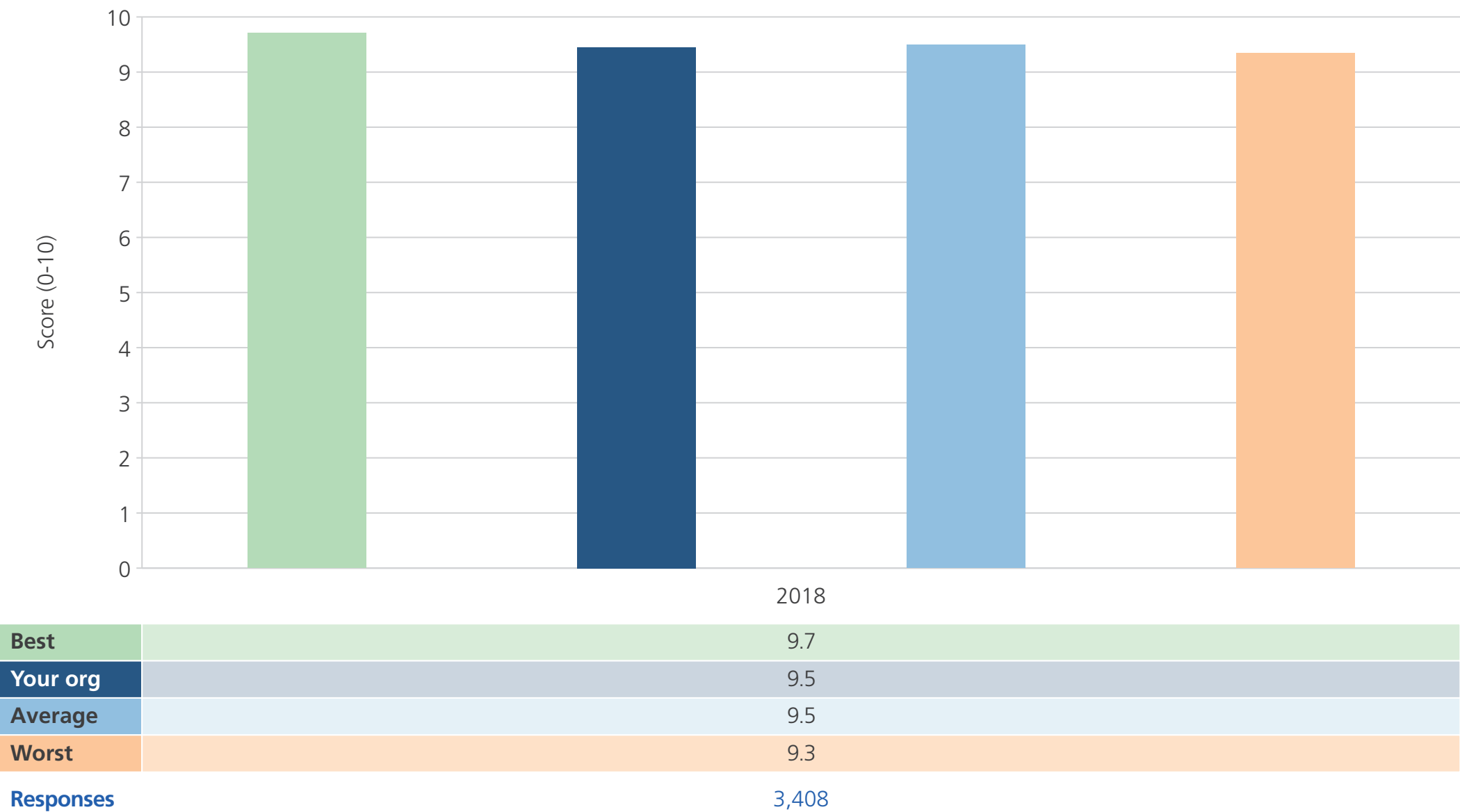


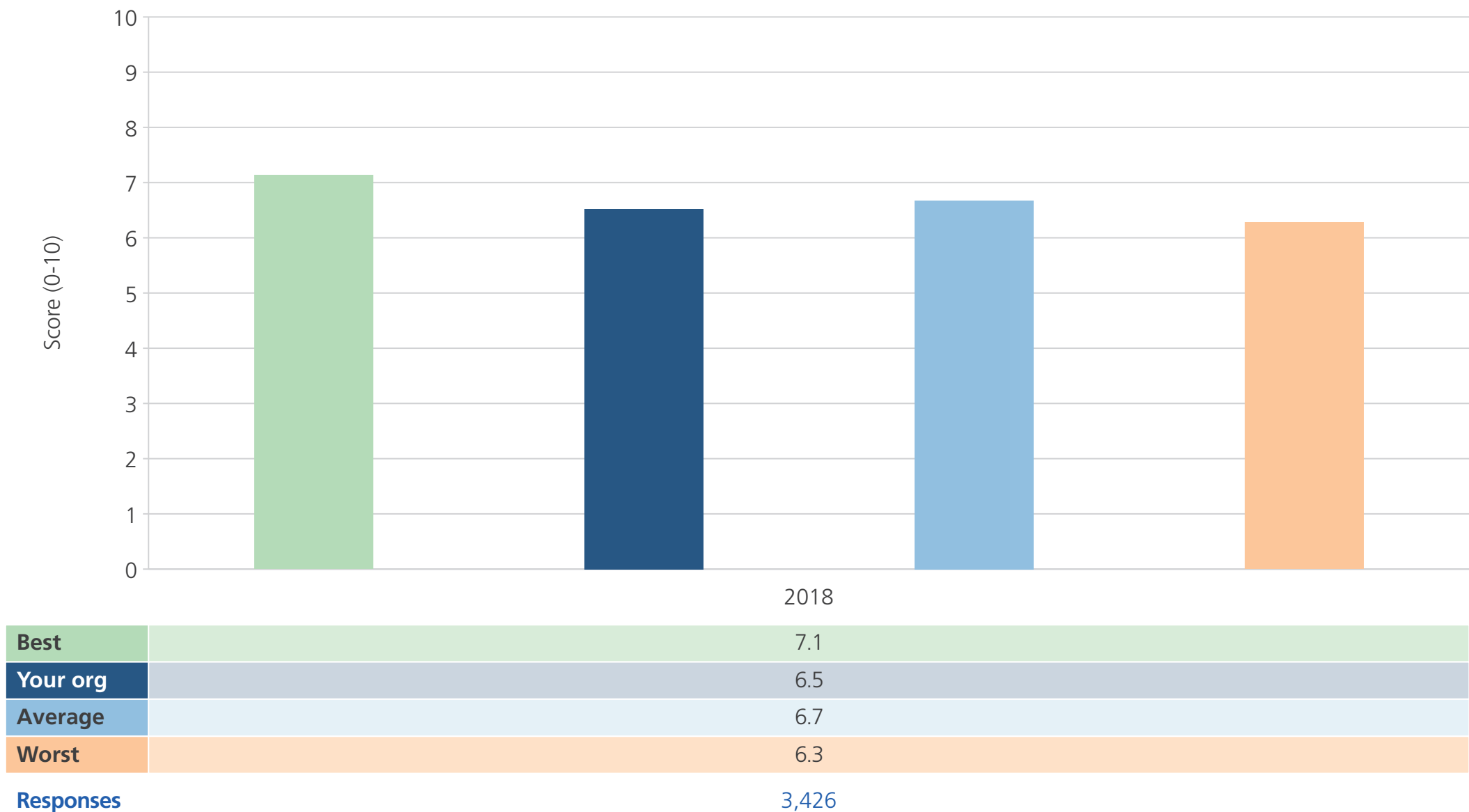


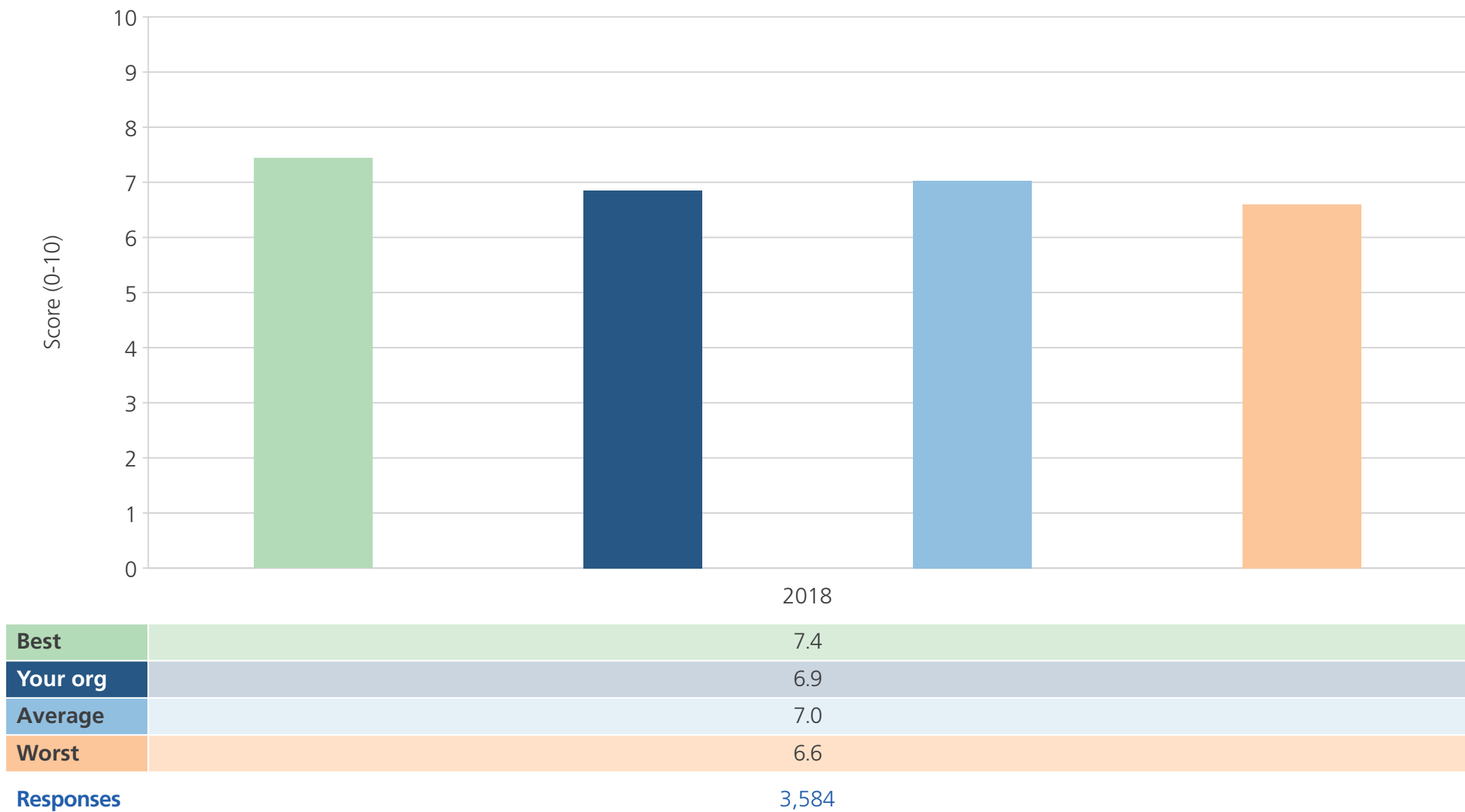


Best	8.6
Your org	7.8
Average	8.1
Worst	7.4

Responses 3,431





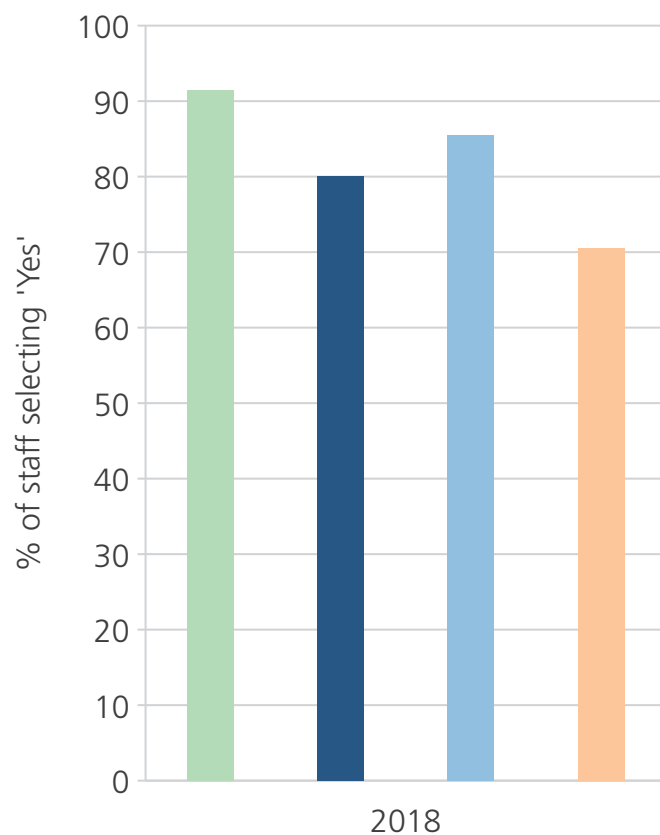


Theme results – Detailed information

East Suffolk and North Essex NHS Foundation Trust
2018 NHS Staff Survey Results

Q14

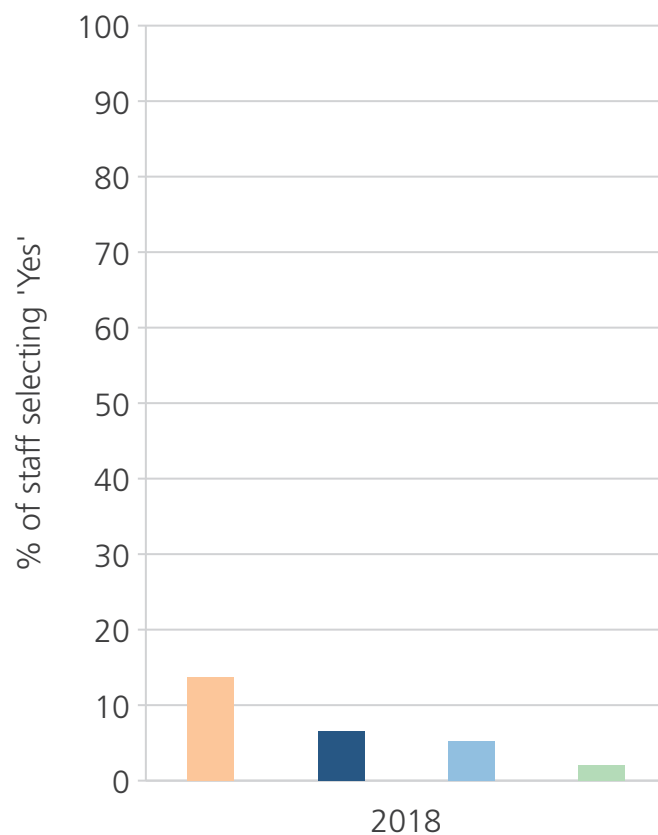
Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



Best	91.5%
Your org	80.0%
Average	85.5%
Worst	70.5%

Q15a

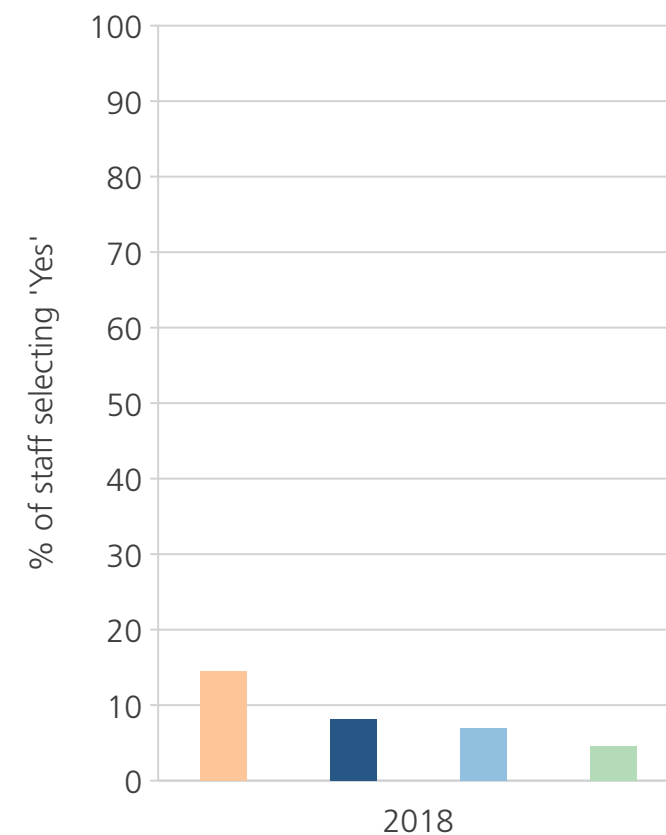
In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



Worst	13.7%
Your org	6.6%
Average	5.2%
Best	2.1%

Q15b

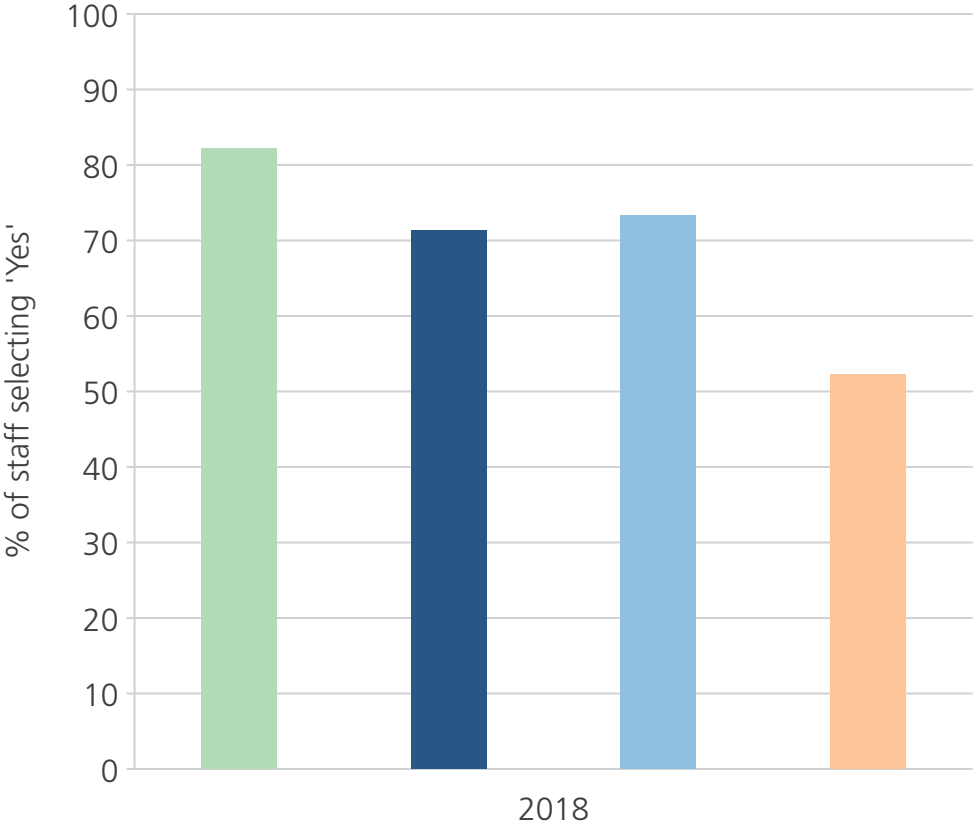
In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



Worst	14.5%
Your org	8.1%
Average	7.0%
Best	4.5%

Q28b

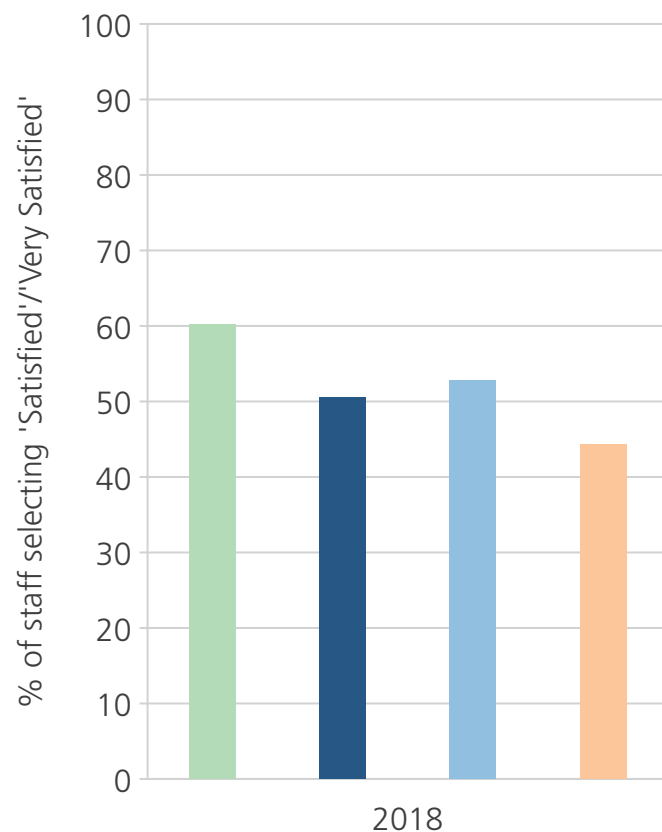
Has your employer made adequate adjustment(s)
to enable you to carry out your work?



Best	82.2%
Your org	71.4%
Average	73.3%
Worst	52.3%

Q5h

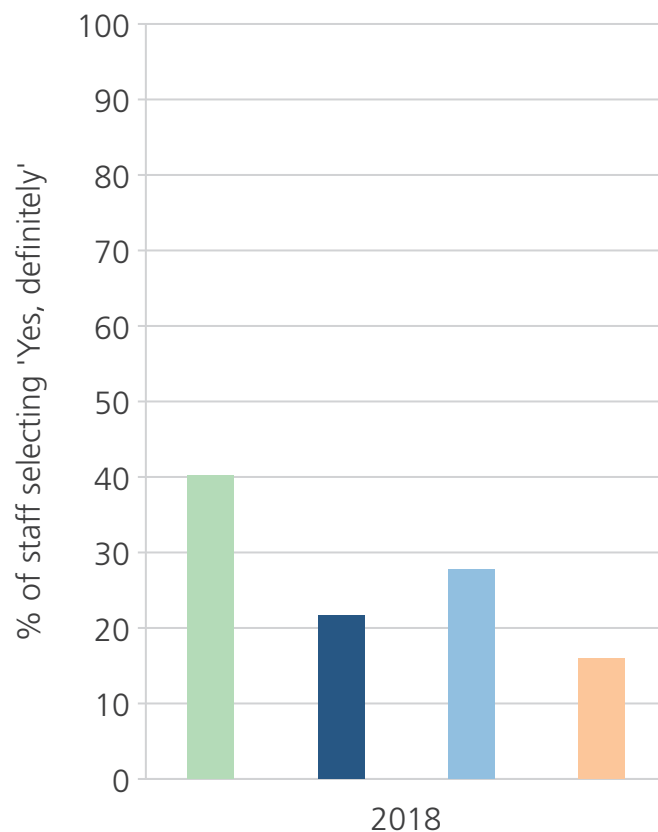
The opportunities for flexible working patterns



Best	60.3%
Your org	50.6%
Average	52.8%
Worst	44.3%

Q11a

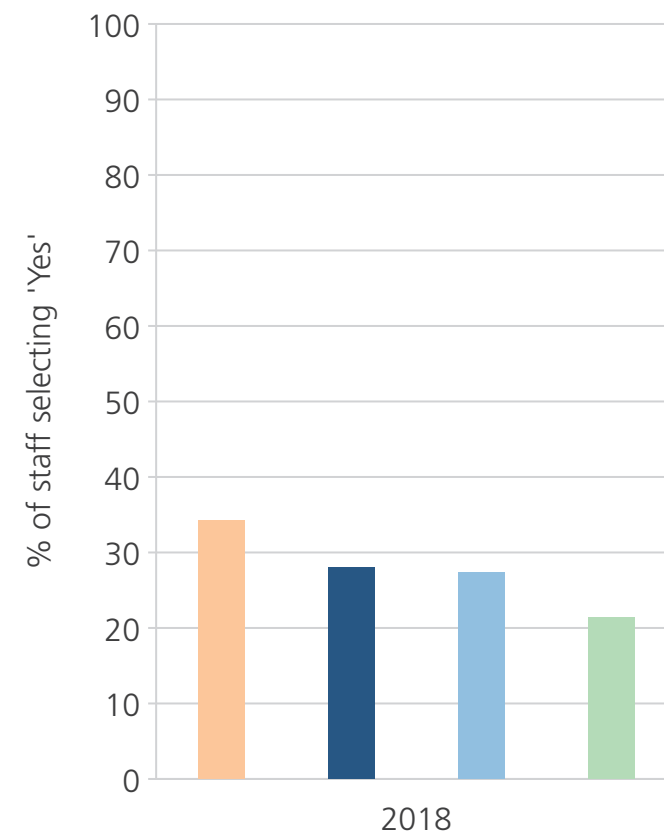
Does your organisation take positive action on health and well-being?



Best	40.2%
Your org	21.6%
Average	27.8%
Worst	15.9%

Q11b

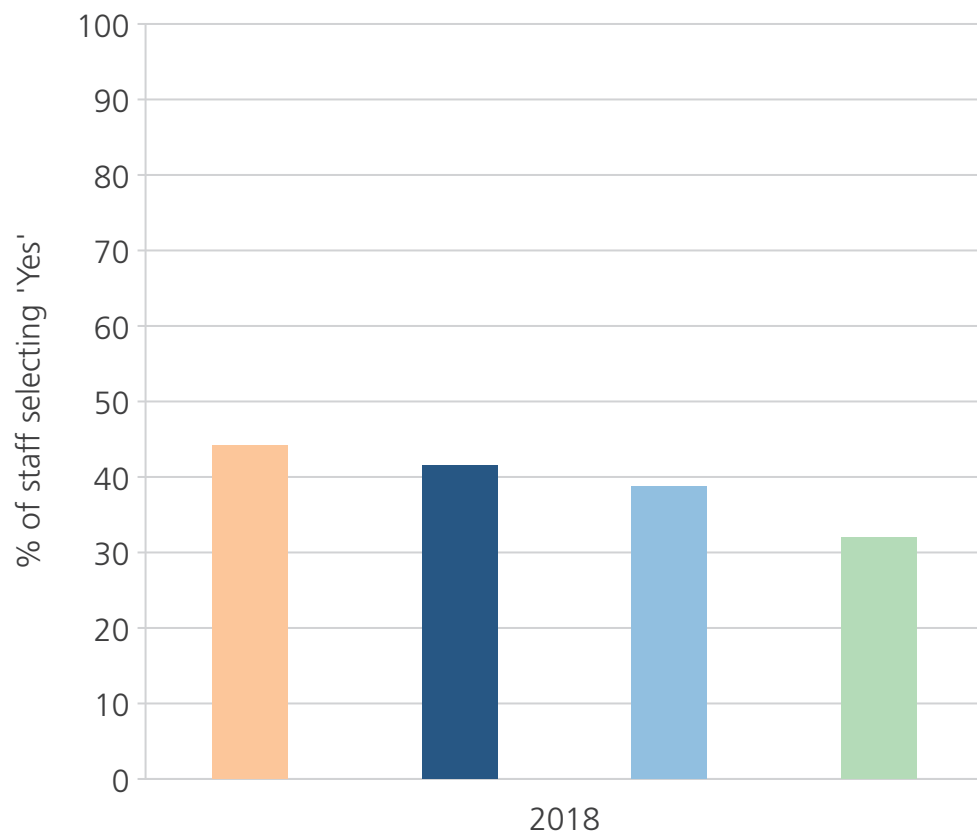
In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



Worst	34.3%
Your org	28.0%
Average	27.4%
Best	21.4%

Q11c

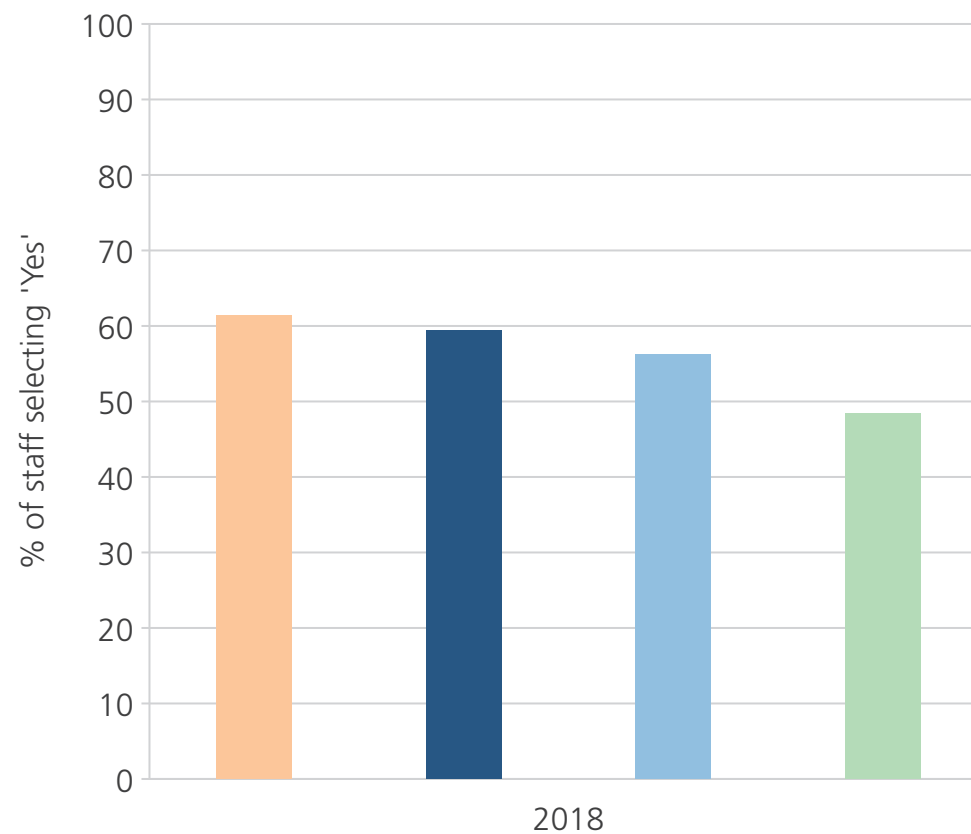
During the last 12 months have you felt unwell as a result of work related stress?



Worst	44.2%
Your org	41.5%
Average	38.8%
Best	32.0%

Q11d

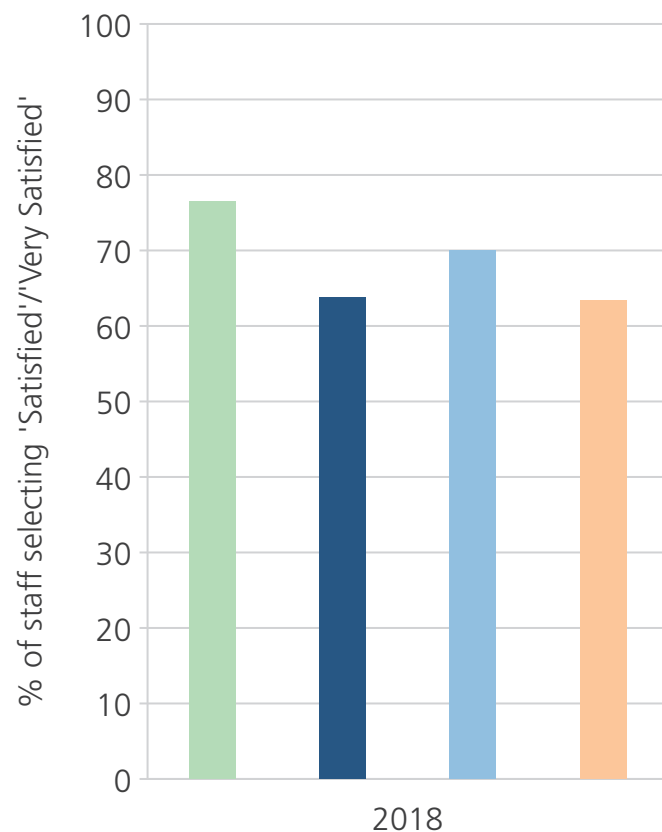
In the last three months have you ever come to work despite not feeling well enough to perform your duties?



Worst	61.4%
Your org	59.5%
Average	56.3%
Best	48.4%

Q5b

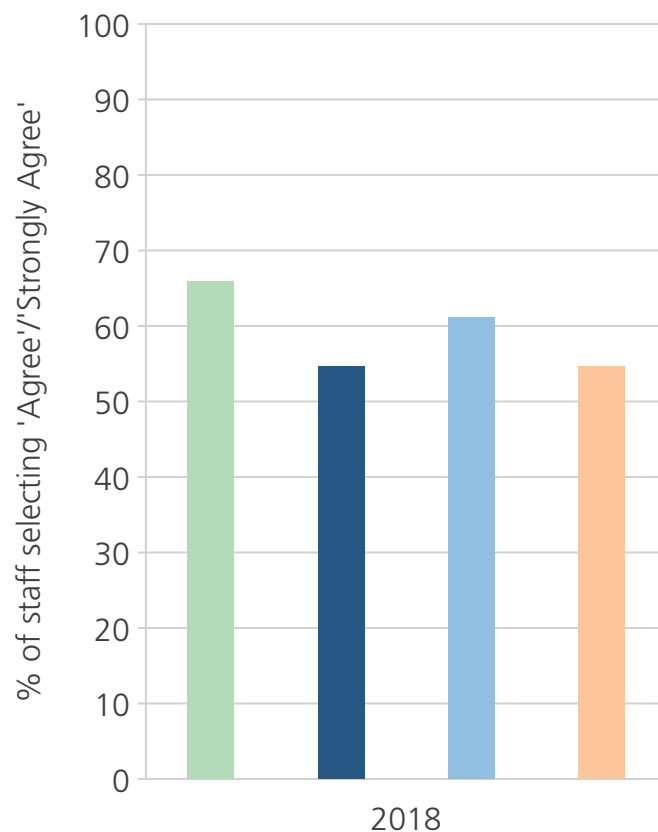
The support I get from my immediate manager



Best	76.5%
Your org	63.8%
Average	70.0%
Worst	63.3%

Q8c

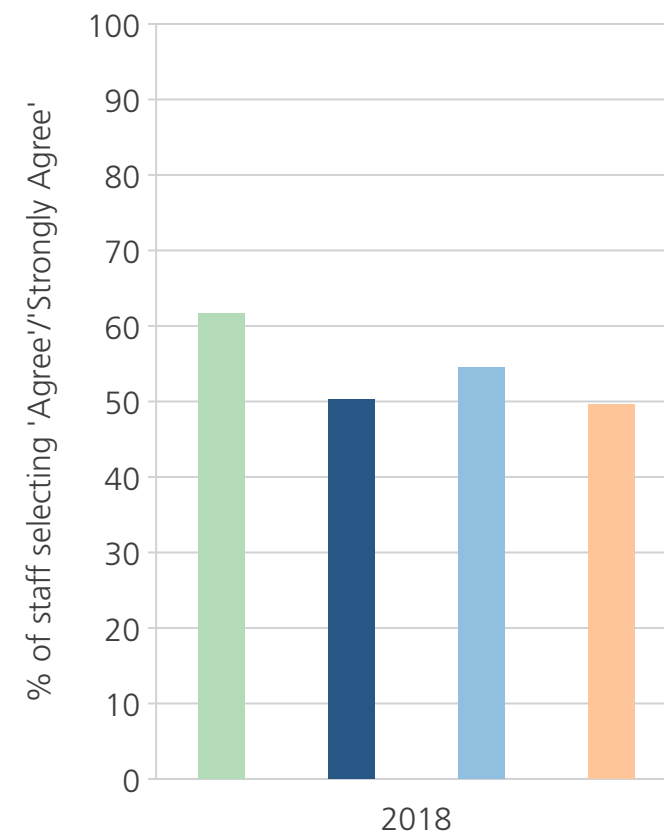
My immediate manager gives me clear feedback on my work



Best	65.9%
Your org	54.6%
Average	61.1%
Worst	54.6%

Q8d

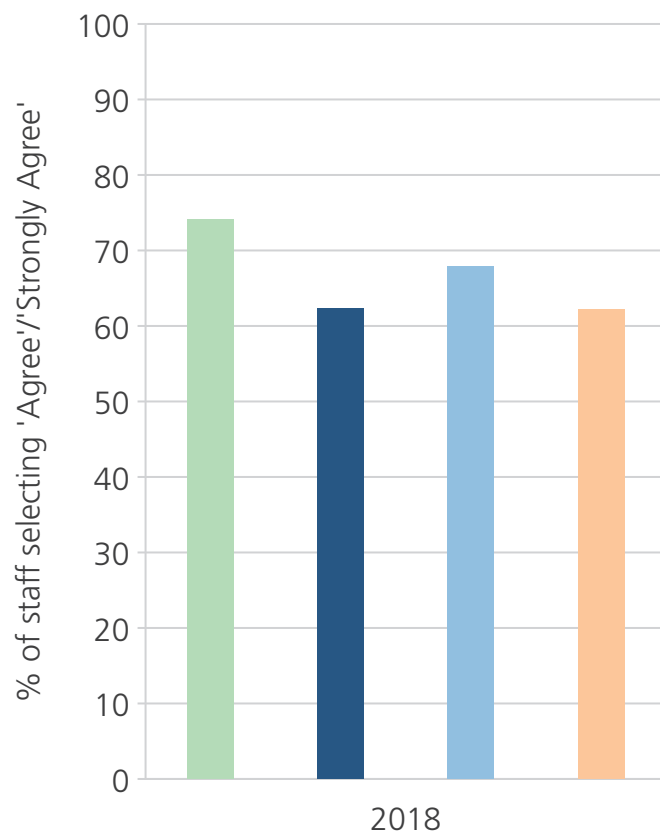
My immediate manager asks for my opinion before making decisions that affect my work



Best	61.7%
Your org	50.3%
Average	54.6%
Worst	49.6%

Q8f

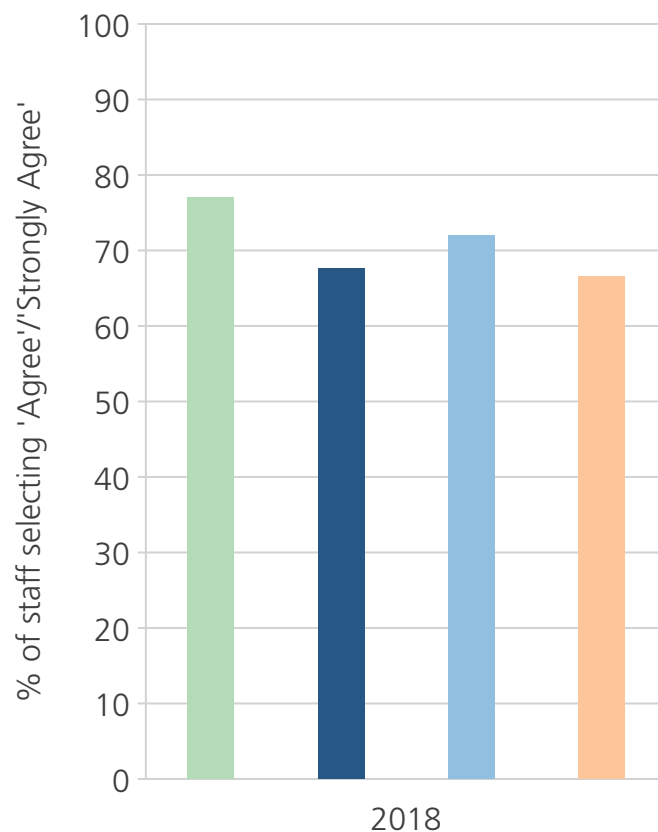
My immediate manager takes a positive interest in my health and well-being



Best	74.1%
Your org	62.3%
Average	67.8%
Worst	62.1%

Q8g

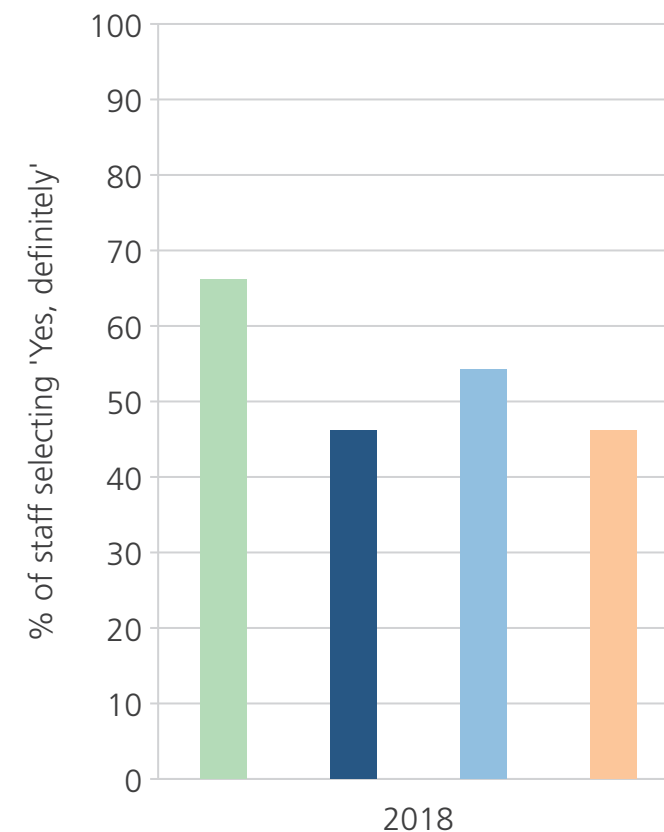
My immediate manager values my work



Best	77.0%
Your org	67.7%
Average	71.9%
Worst	66.5%

Q19g

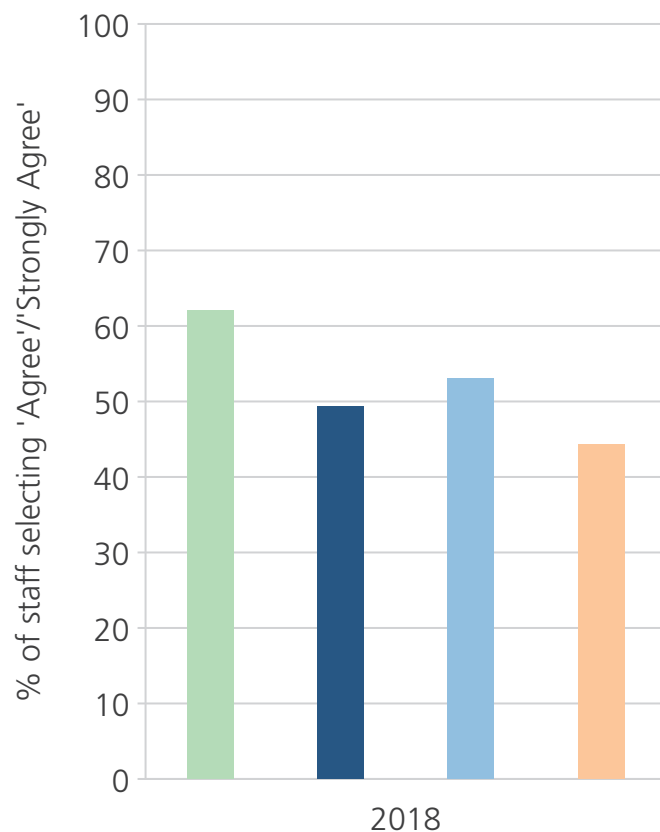
My manager supported me to receive this training, learning or development



Best	66.1%
Your org	46.1%
Average	54.3%
Worst	46.1%

Q4c

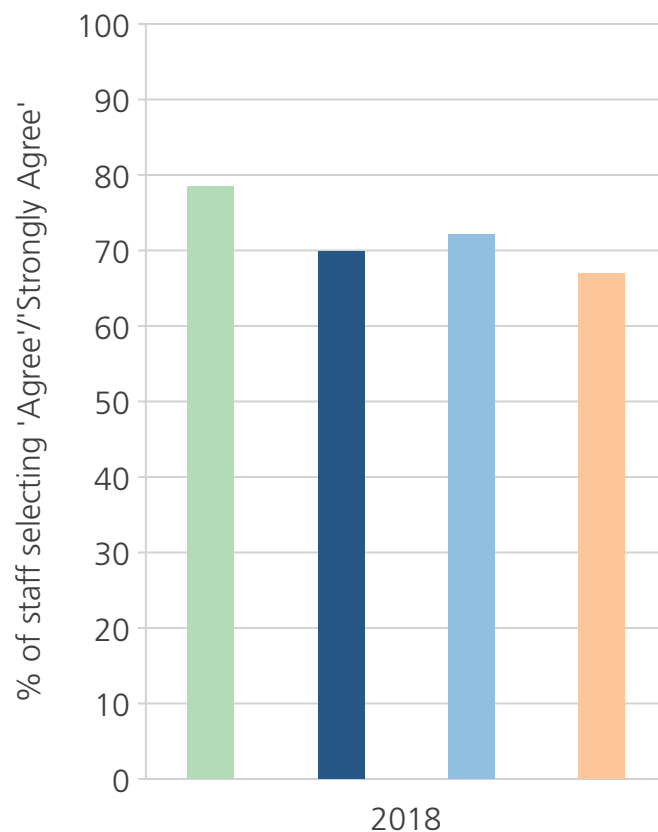
I am involved in deciding on changes introduced that affect my work area / team / department



Best	62.0%
Your org	49.4%
Average	53.1%
Worst	44.3%

Q4j

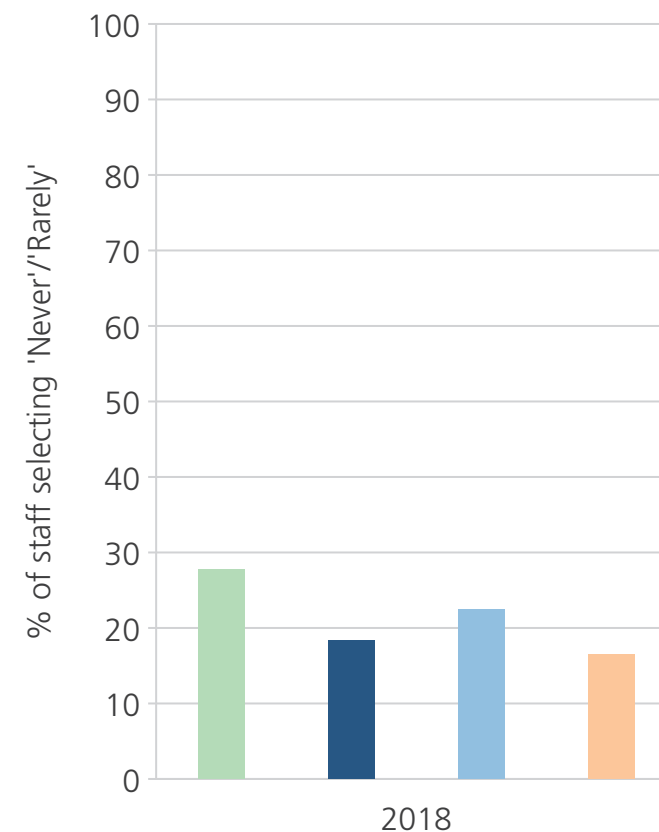
I receive the respect I deserve from my colleagues at work



Best	78.5%
Your org	69.9%
Average	72.1%
Worst	66.9%

Q6a

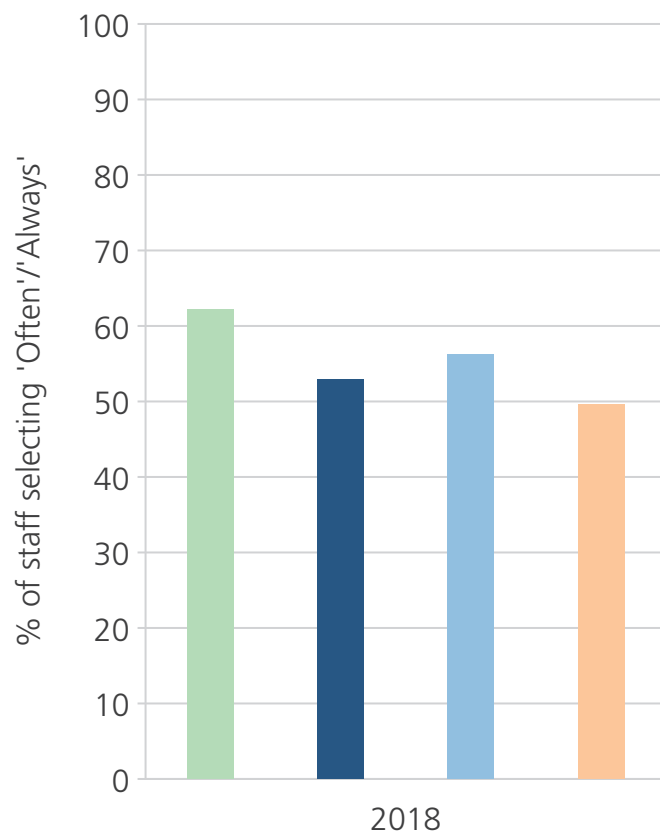
I have unrealistic time pressures



Best	27.8%
Your org	18.4%
Average	22.5%
Worst	16.4%

Q6b

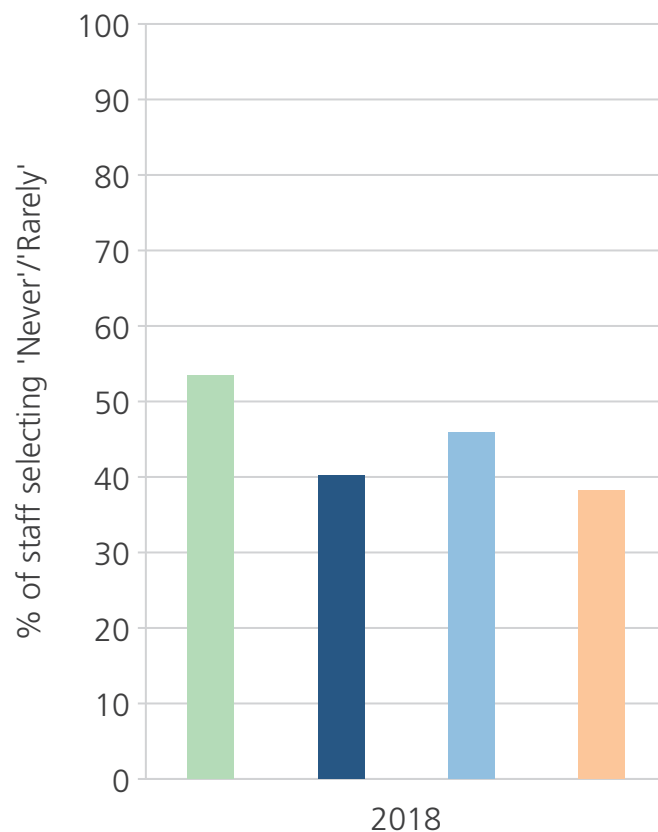
I have a choice in deciding
how to do my work



Best	62.2%
Your org	52.9%
Average	56.3%
Worst	49.6%

Q6c

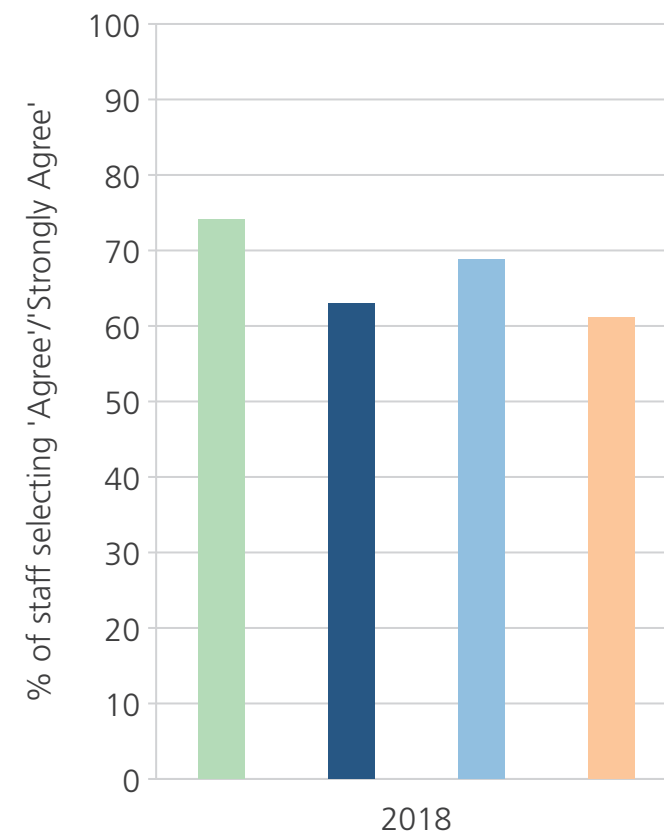
Relationships at work are strained



Best	53.5%
Your org	40.3%
Average	45.8%
Worst	38.2%

Q8a

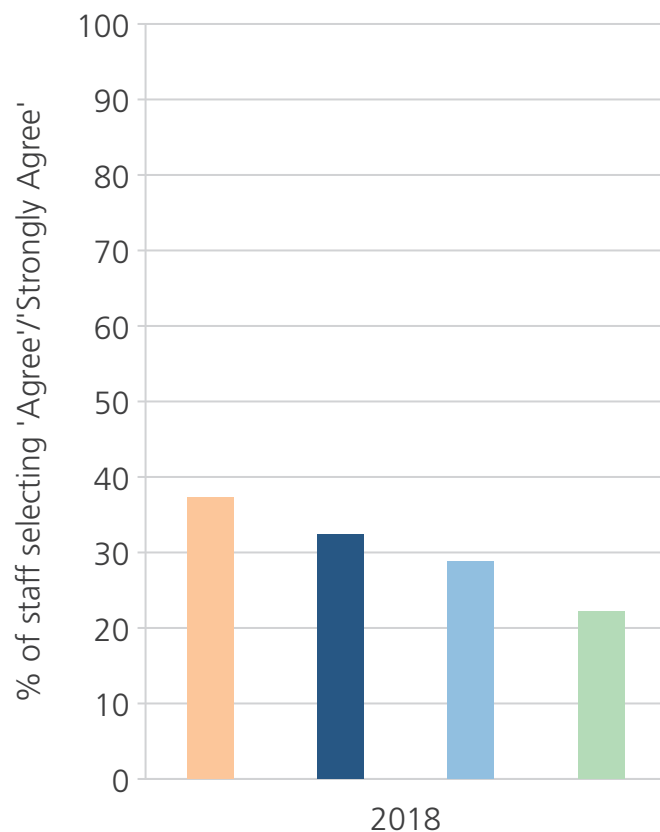
My immediate manager
encourages me at work



Best	74.1%
Your org	62.9%
Average	68.8%
Worst	61.2%

Q23a

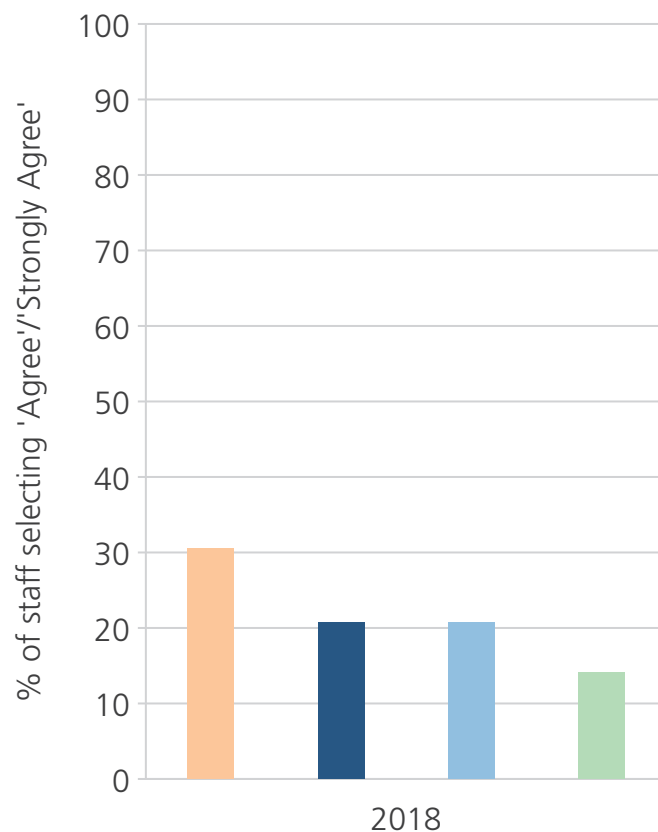
I often think about leaving this organisation



Worst	37.3%
Your org	32.3%
Average	28.8%
Best	22.2%

Q23b

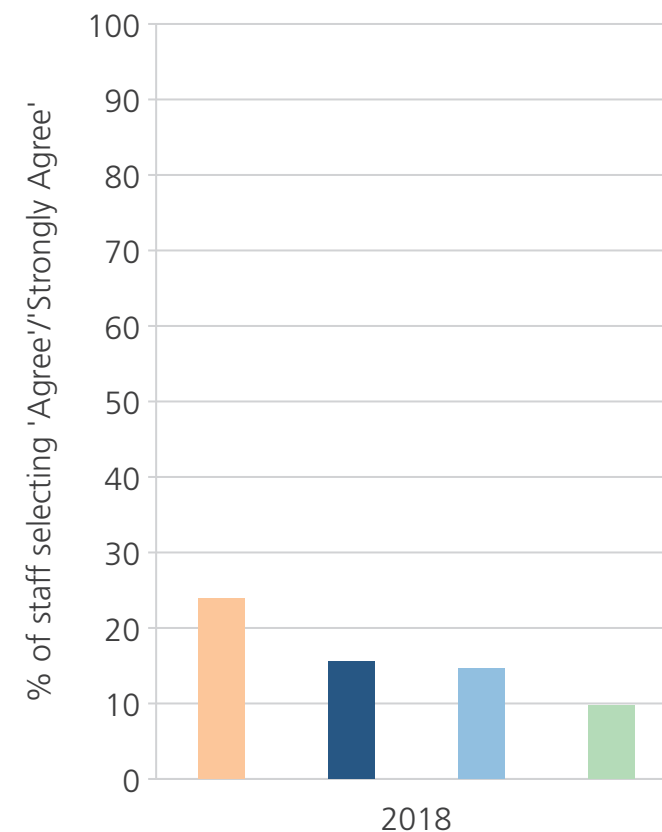
I will probably look for a job at a new organisation in the next 12 months



Worst	30.5%
Your org	20.7%
Average	20.7%
Best	14.1%

Q23c

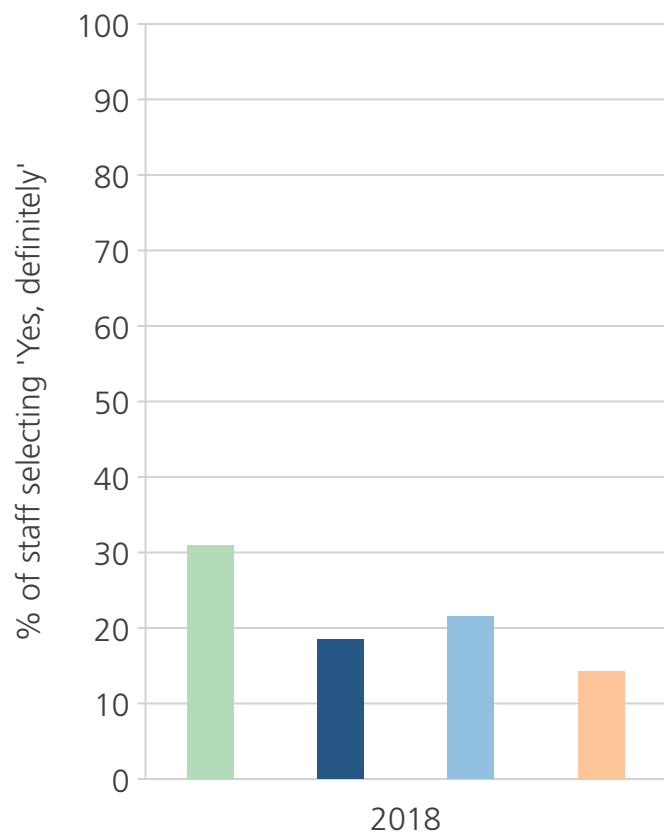
As soon as I can find another job, I will leave this organisation



Worst	23.9%
Your org	15.5%
Average	14.7%
Best	9.7%

Q19b

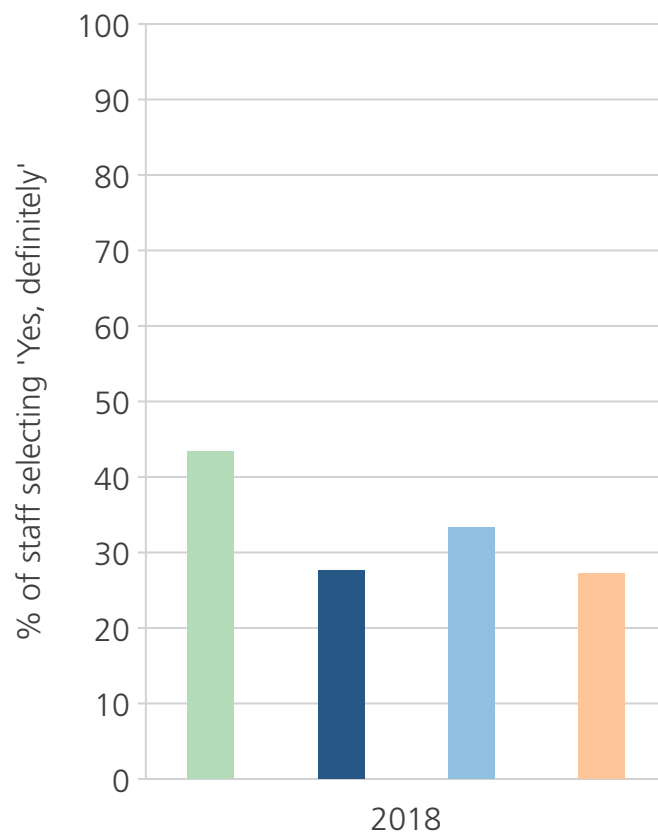
It helped me to improve how I do my job



Best	30.9%
Your org	18.5%
Average	21.5%
Worst	14.2%

Q19c

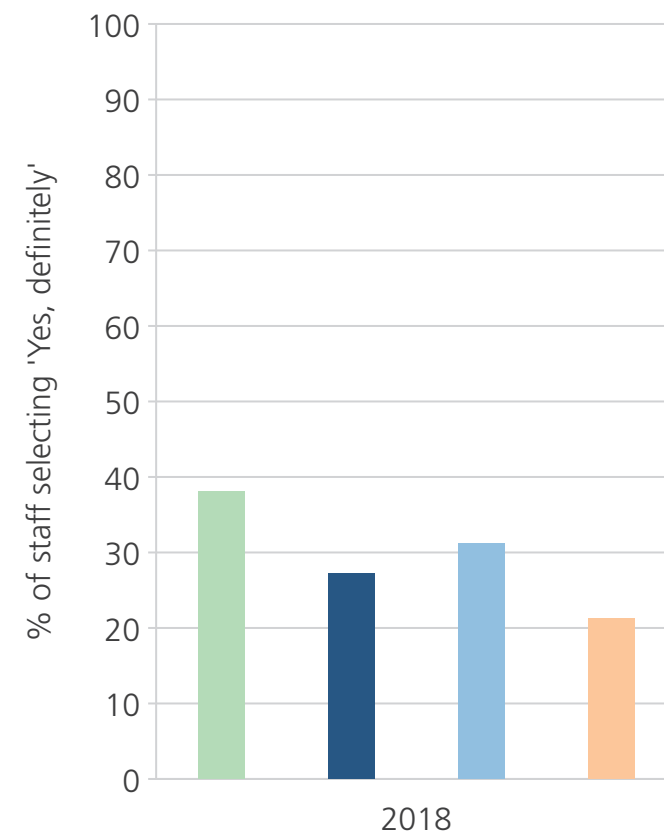
It helped me agree clear objectives for my work



Best	43.4%
Your org	27.6%
Average	33.3%
Worst	27.2%

Q19d

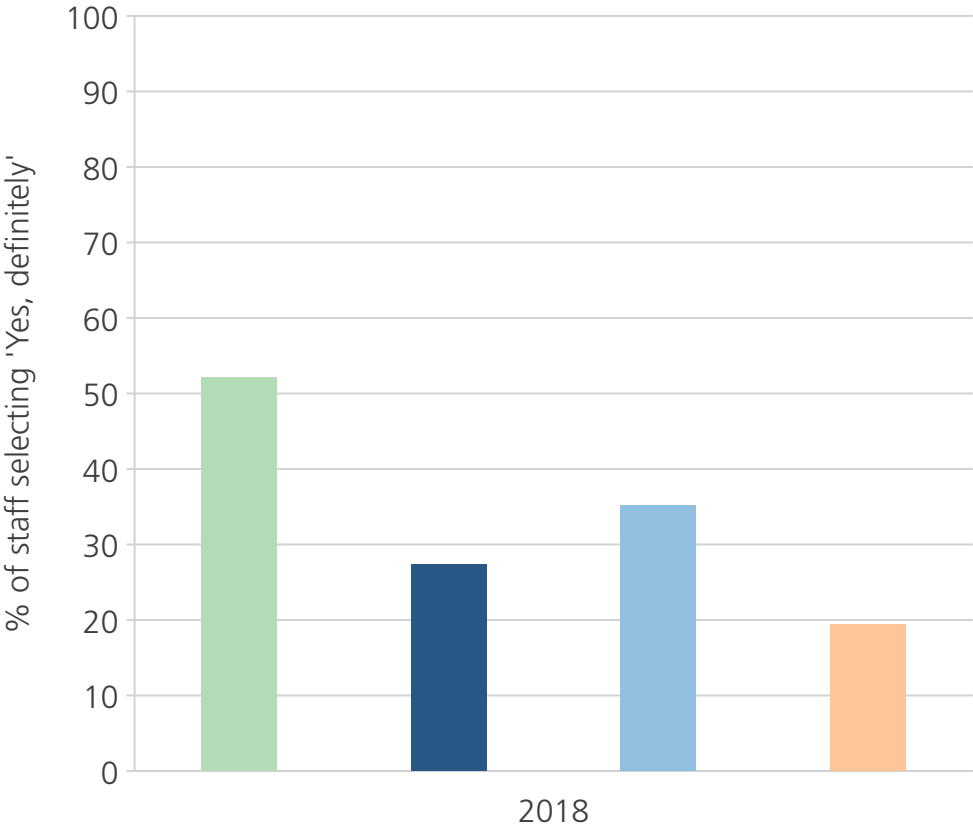
It left me feeling that my work is valued by my organisation



Best	38.0%
Your org	27.2%
Average	31.1%
Worst	21.2%

Q19e

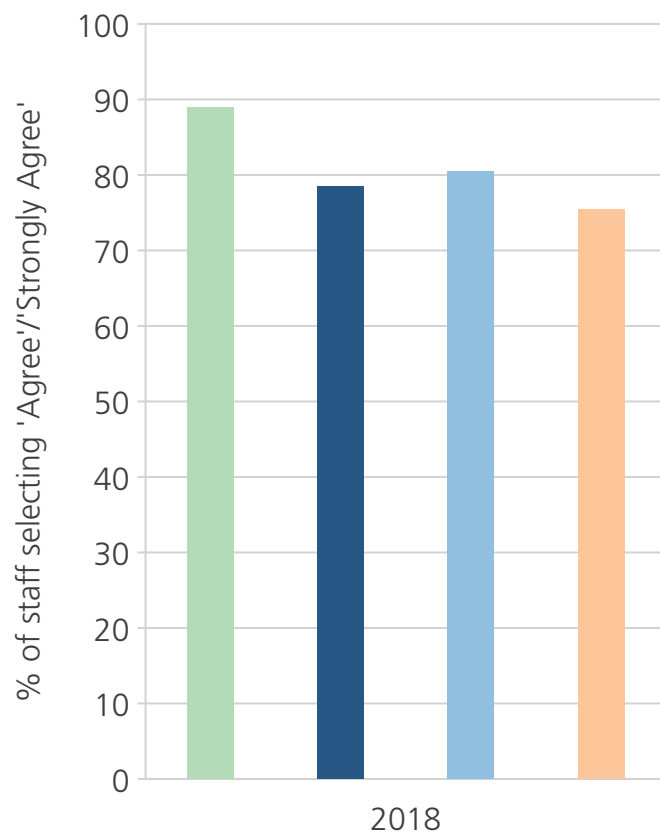
The values of my organisation were discussed as part of the appraisal process



Best	52.1%
Your org	27.3%
Average	35.2%
Worst	19.4%

Q7a

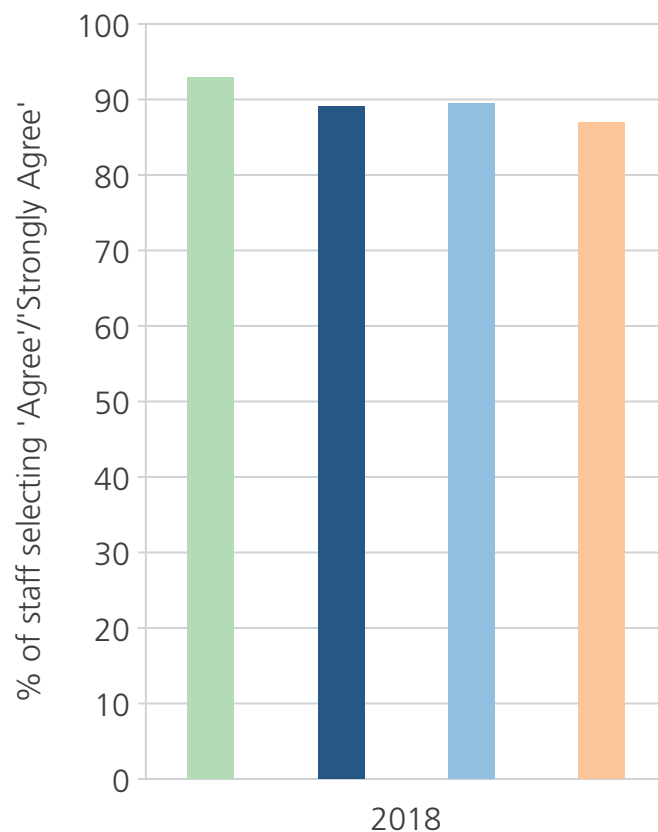
I am satisfied with the quality of care I give to patients / service users



Best	89.0%
Your org	78.5%
Average	80.5%
Worst	75.4%

Q7b

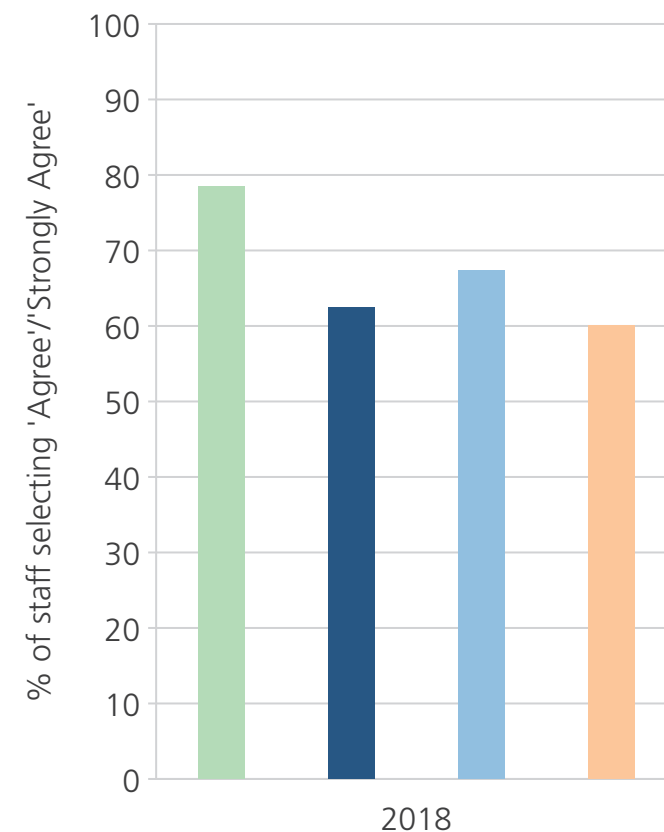
I feel that my role makes a difference to patients / service users



Best	92.9%
Your org	89.1%
Average	89.4%
Worst	86.9%

Q7c

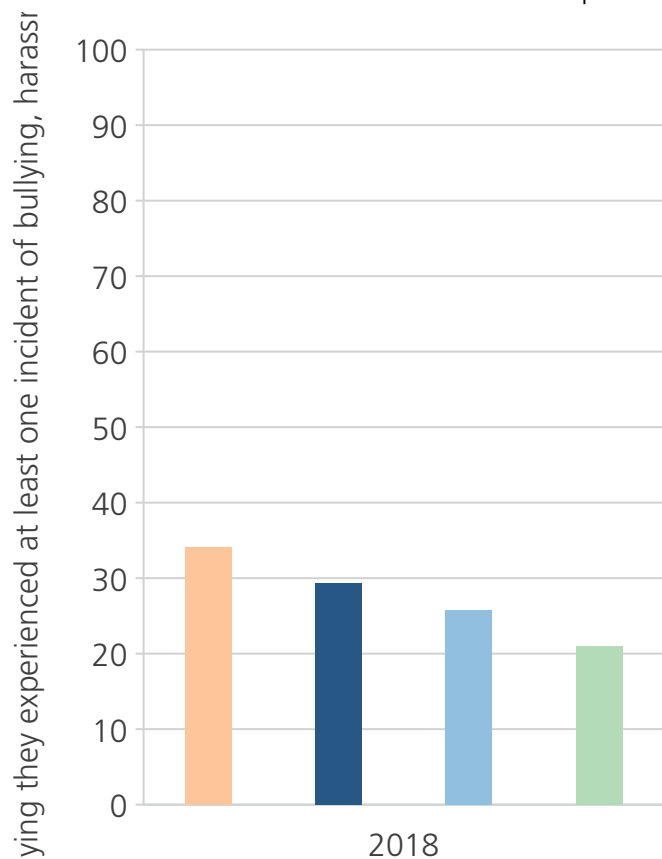
I am able to deliver the care I aspire to



Best	78.5%
Your org	62.4%
Average	67.3%
Worst	60.0%

Q13a

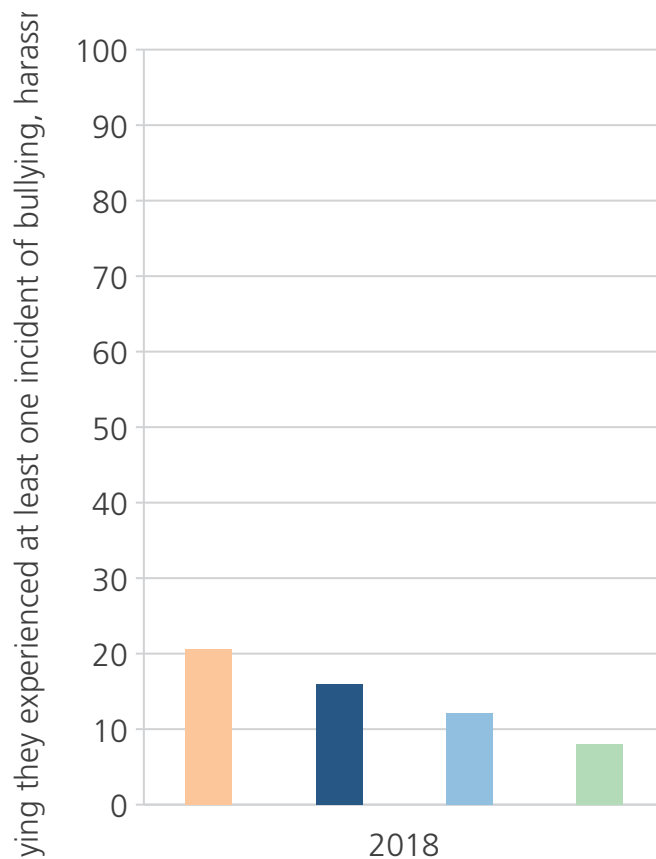
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public?



Worst	34.1%
Your org	29.3%
Average	25.8%
Best	20.9%

Q13b

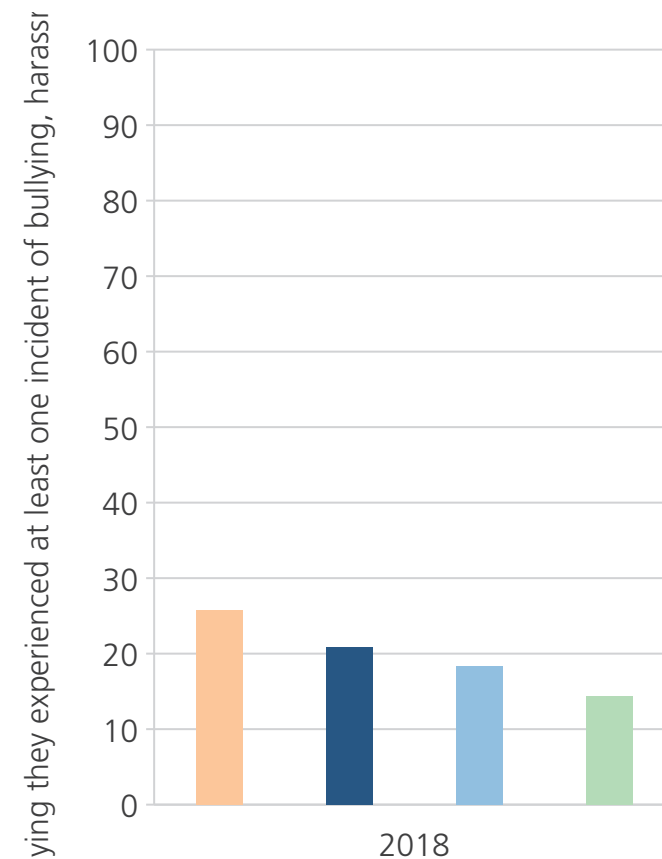
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers?



Worst	20.5%
Your org	16.0%
Average	12.1%
Best	8.0%

Q13c

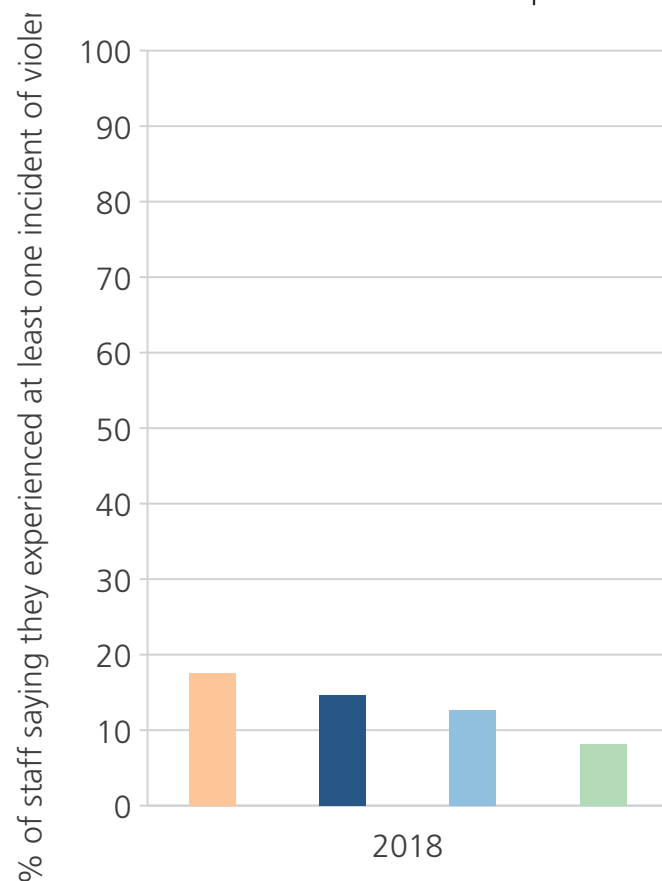
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from other colleagues?



Worst	25.8%
Your org	20.9%
Average	18.4%
Best	14.4%

Q12a

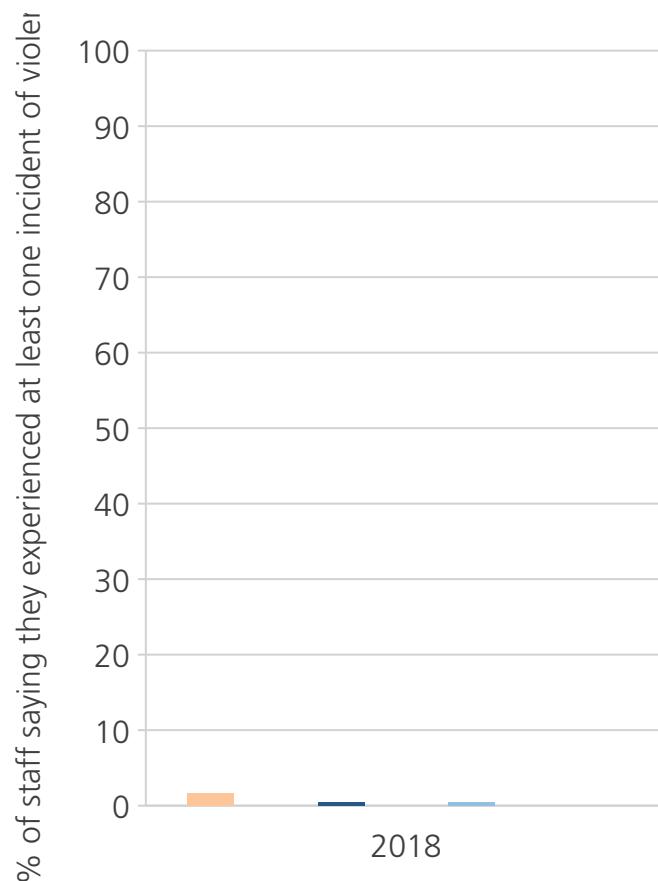
In the last 12 months how many times have you personally experienced physical violence at work from patients / service users, their relatives or other members of the public?



Worst	17.5%
Your org	14.6%
Average	12.6%
Best	8.1%

Q12b

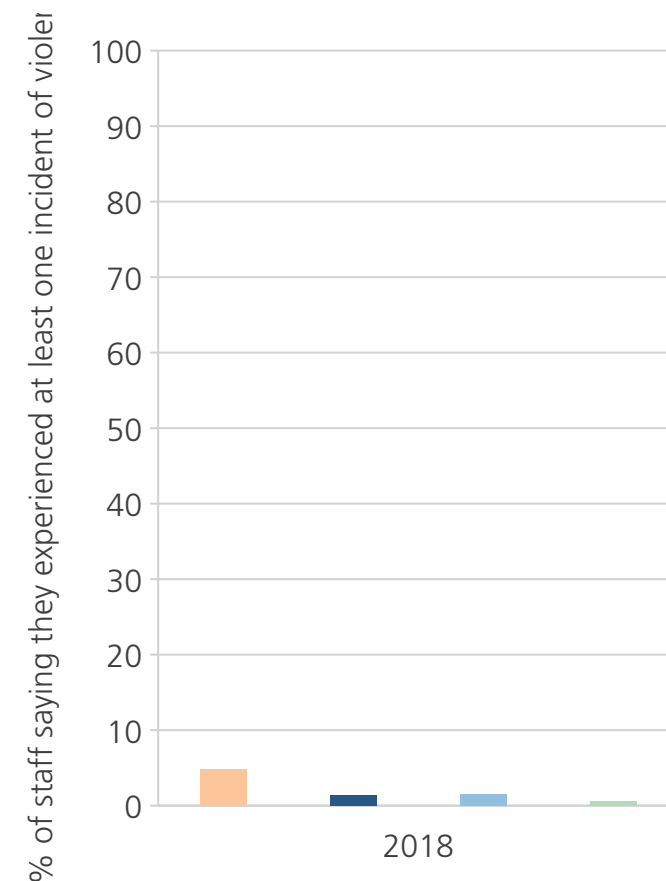
In the last 12 months how many times have you personally experienced physical violence at work from managers?



Worst	1.6%
Your org	0.4%
Average	0.5%
Best	0.0%

Q12c

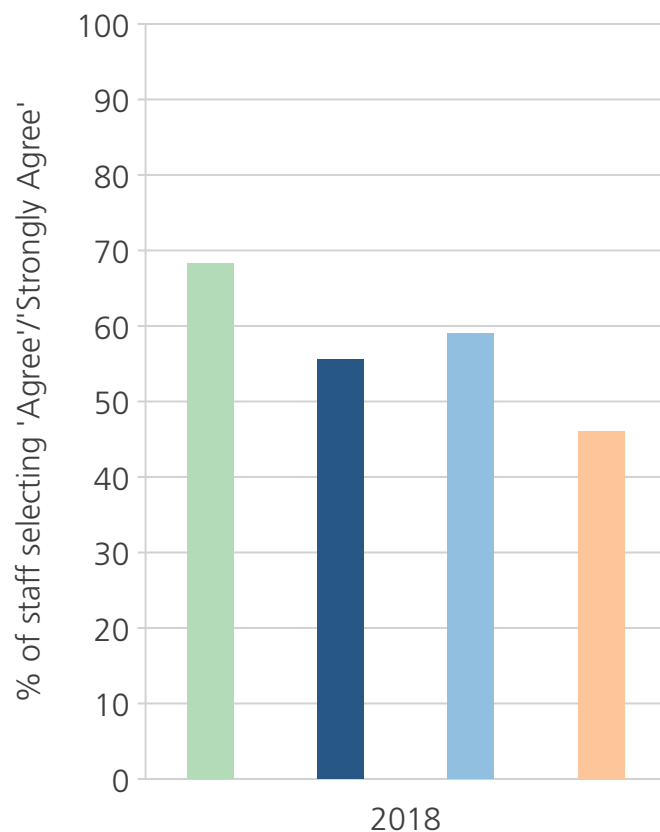
In the last 12 months how many times have you personally experienced physical violence at work from other colleagues?



Worst	4.8%
Your org	1.4%
Average	1.5%
Best	0.6%

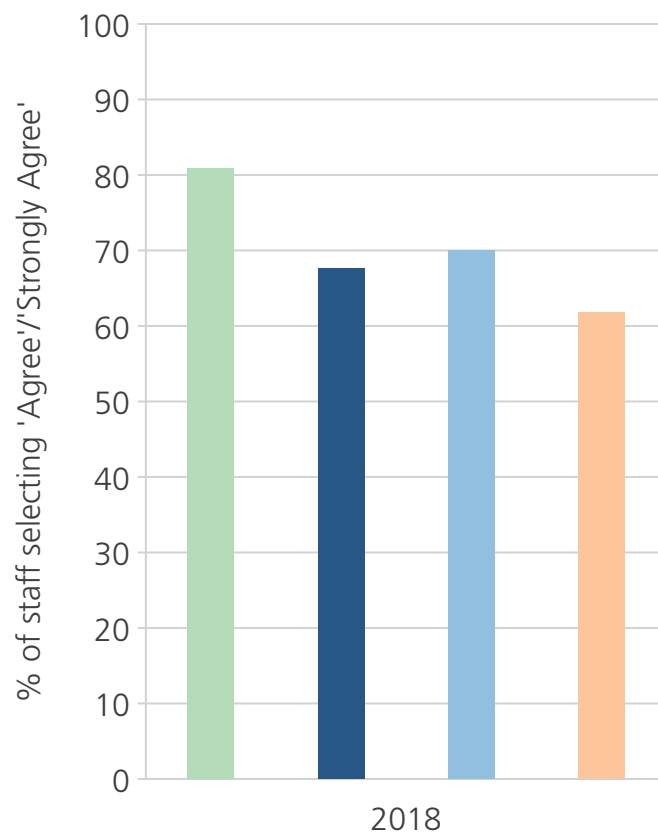
Q17a

My organisation treats staff who are involved in an error, near miss or incident fairly



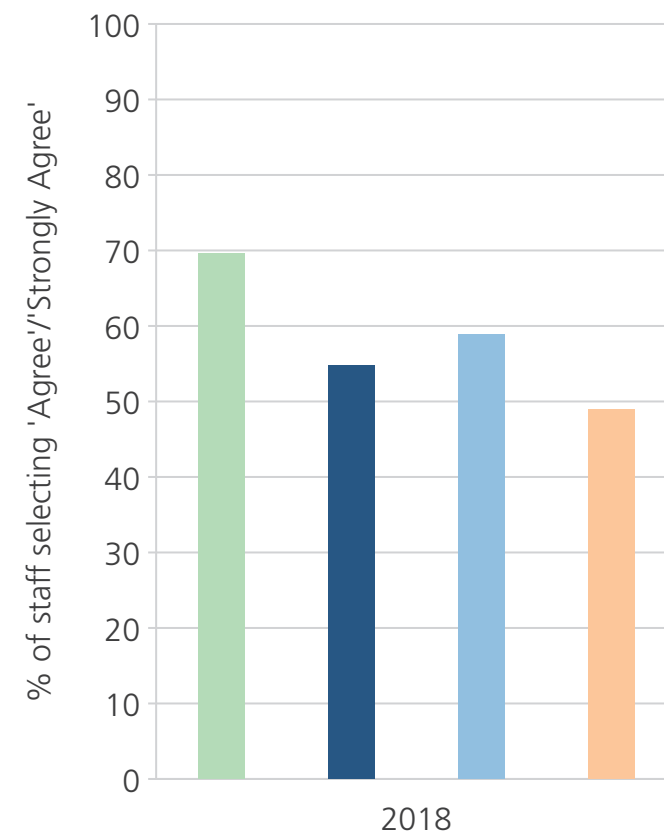
Q17c

When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again



Q17d

We are given feedback about changes made in response to reported errors, near misses and incidents



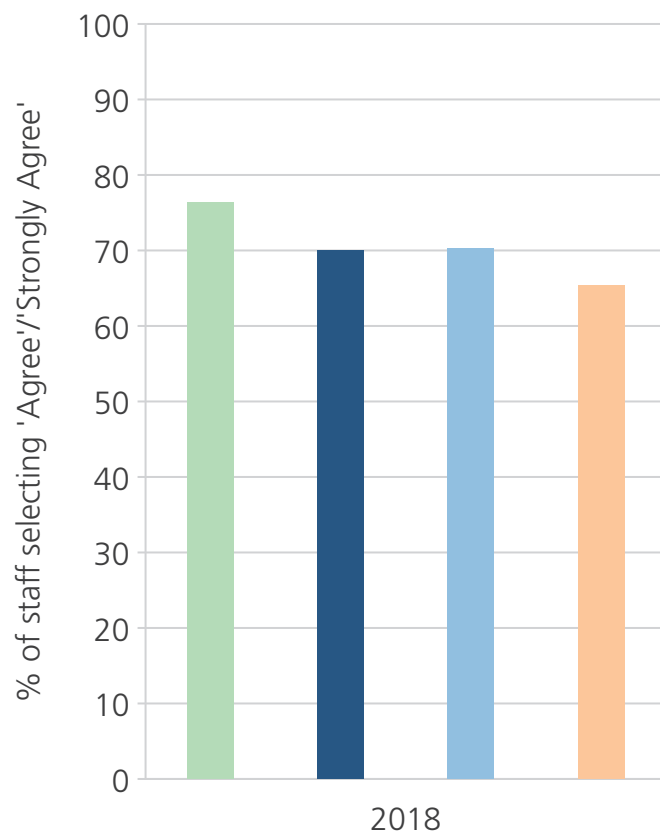
Best	68.2%
Your org	55.6%
Average	59.0%
Worst	46.1%

Best	80.9%
Your org	67.6%
Average	70.0%
Worst	61.8%

Best	69.6%
Your org	54.8%
Average	58.9%
Worst	48.9%

Q18b

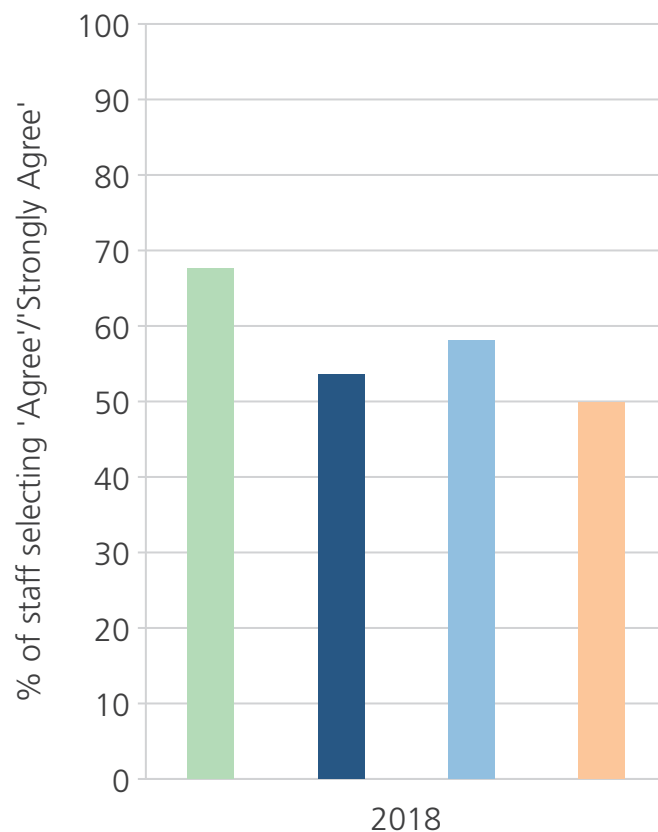
I would feel secure raising concerns about unsafe clinical practice



Best	76.4%
Your org	70.0%
Average	70.3%
Worst	65.3%

Q18c

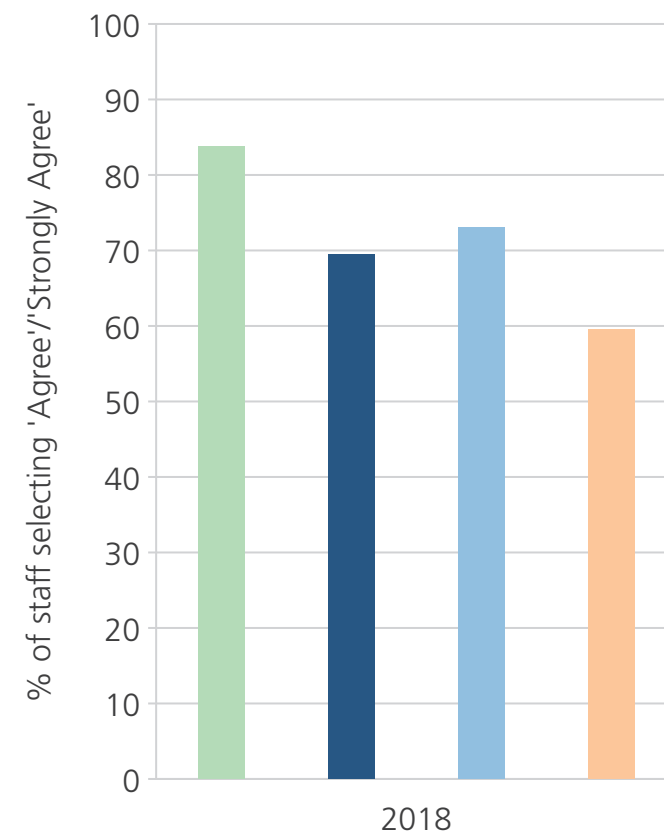
I am confident that my organisation would address my concern



Best	67.7%
Your org	53.5%
Average	58.0%
Worst	49.9%

Q21b

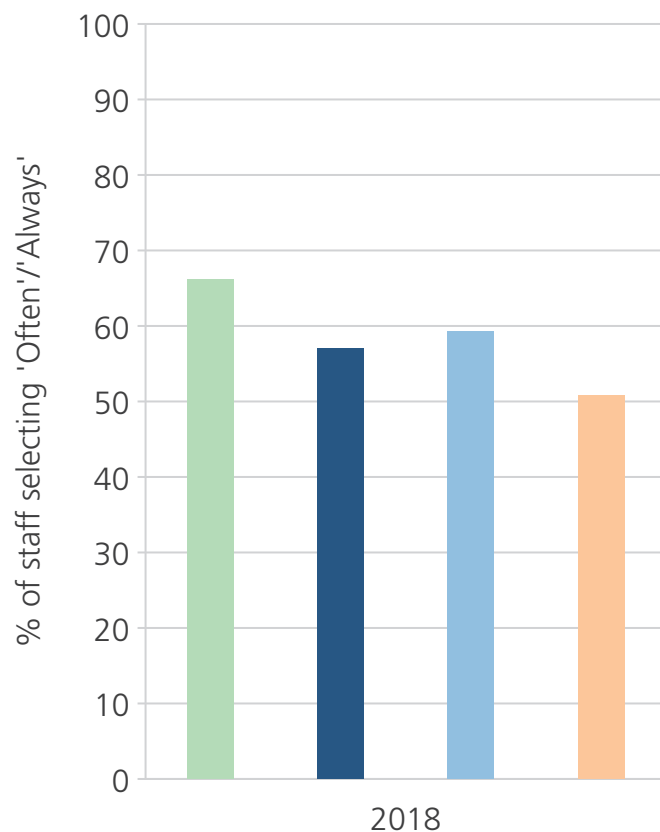
My organisation acts on concerns raised by patients / service users



Best	83.8%
Your org	69.4%
Average	73.1%
Worst	59.6%

Q2a

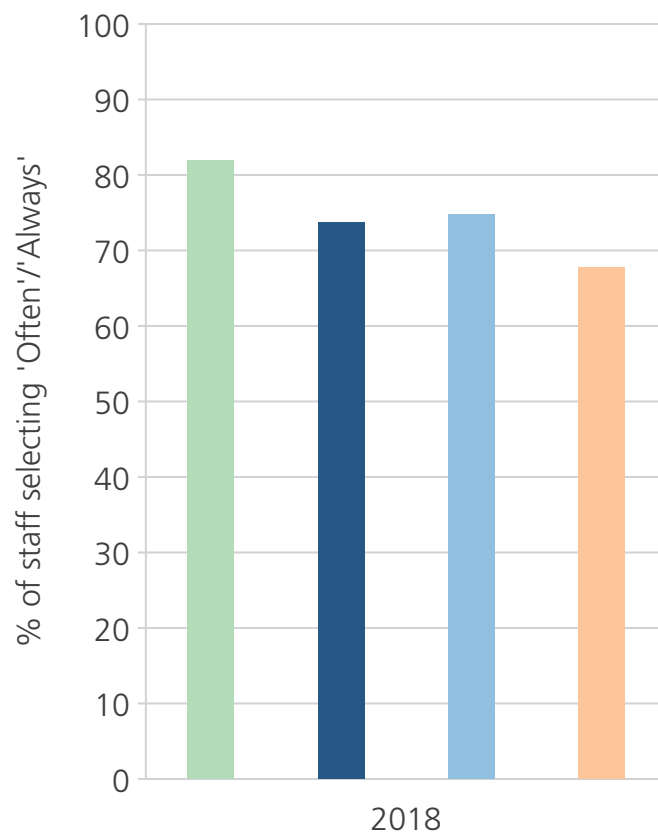
I look forward to going to work



Best	66.2%
Your org	57.0%
Average	59.3%
Worst	50.8%

Q2b

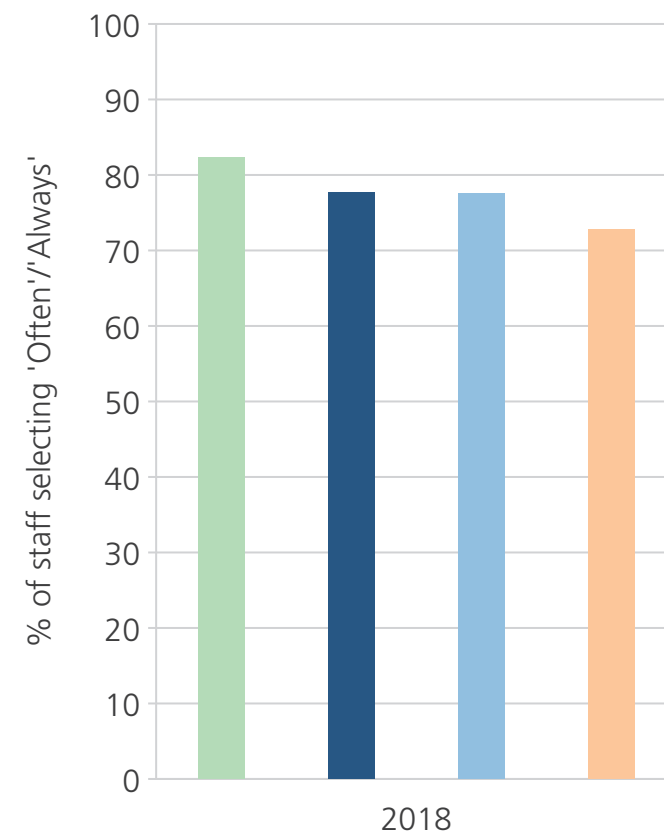
I am enthusiastic about my job



Best	81.9%
Your org	73.7%
Average	74.8%
Worst	67.7%

Q2c

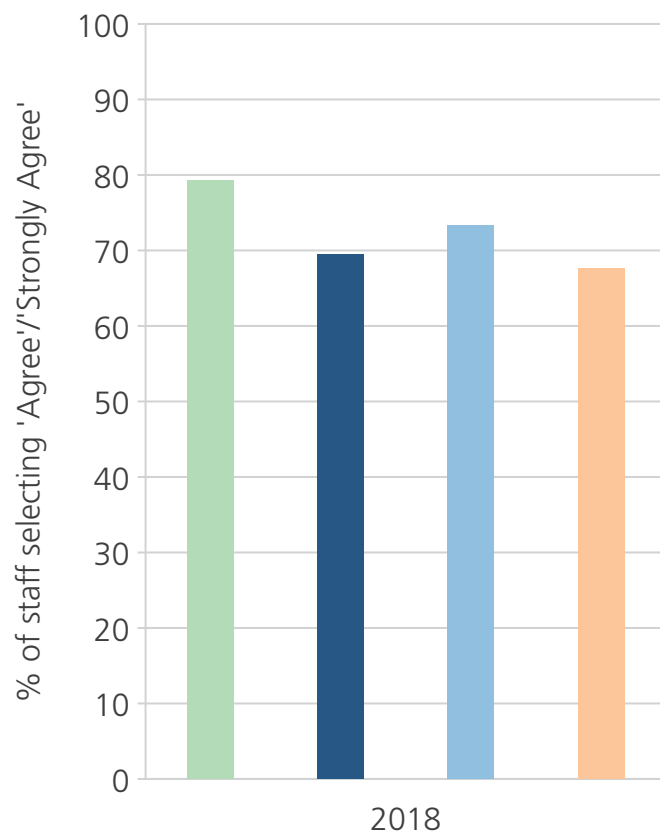
Time passes quickly when I am working



Best	82.3%
Your org	77.6%
Average	77.6%
Worst	72.8%

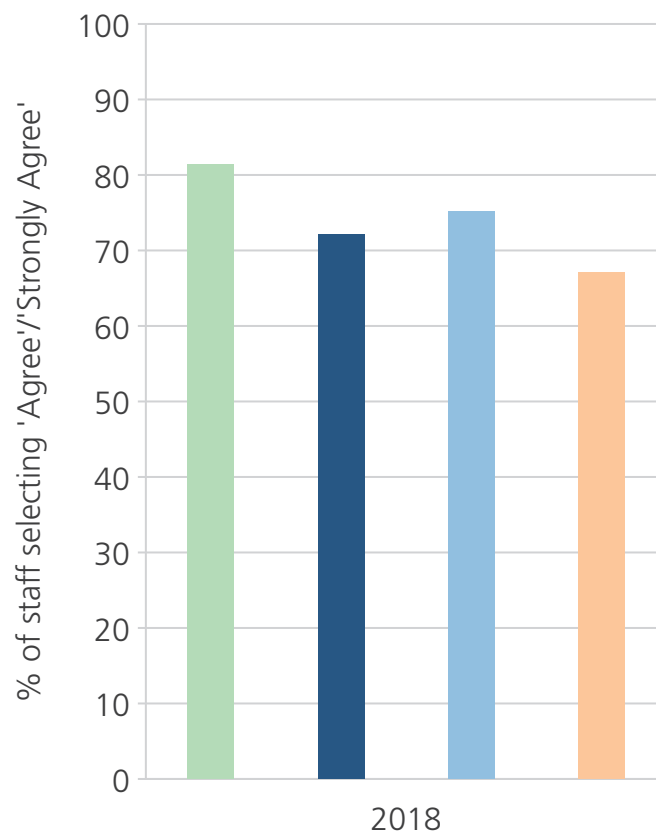
Q4a

There are frequent opportunities
for me to show initiative in my role



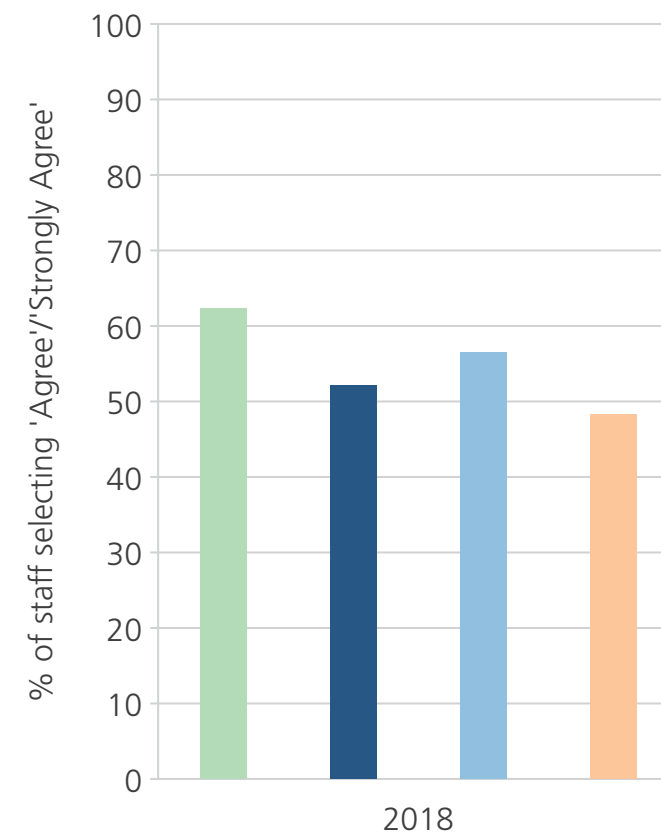
Q4b

I am able to make suggestions
to improve the work of
my team / department



Q4d

I am able to make improvements
happen in my area of work



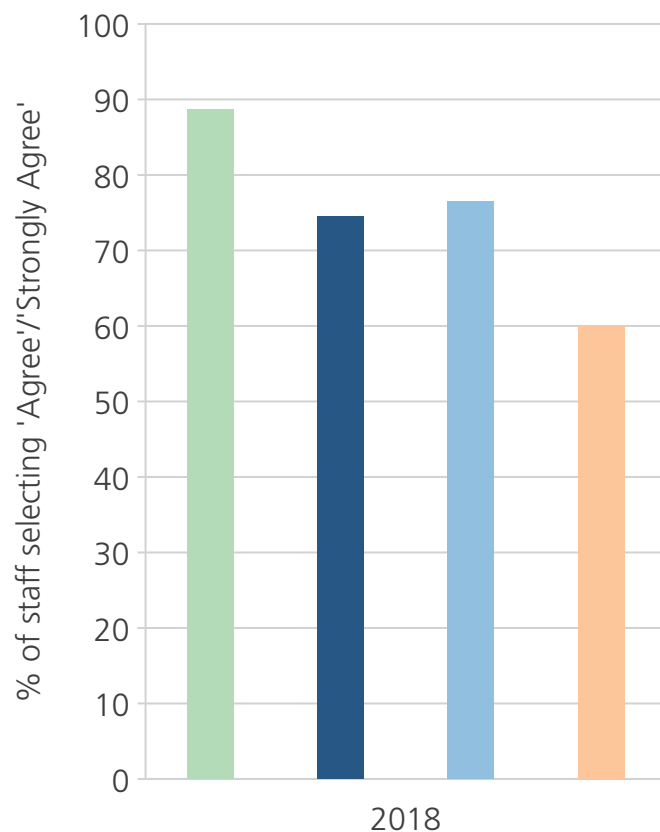
Best	79.3%
Your org	69.5%
Average	73.4%
Worst	67.6%

Best	81.4%
Your org	72.1%
Average	75.2%
Worst	67.1%

Best	62.3%
Your org	52.1%
Average	56.5%
Worst	48.3%

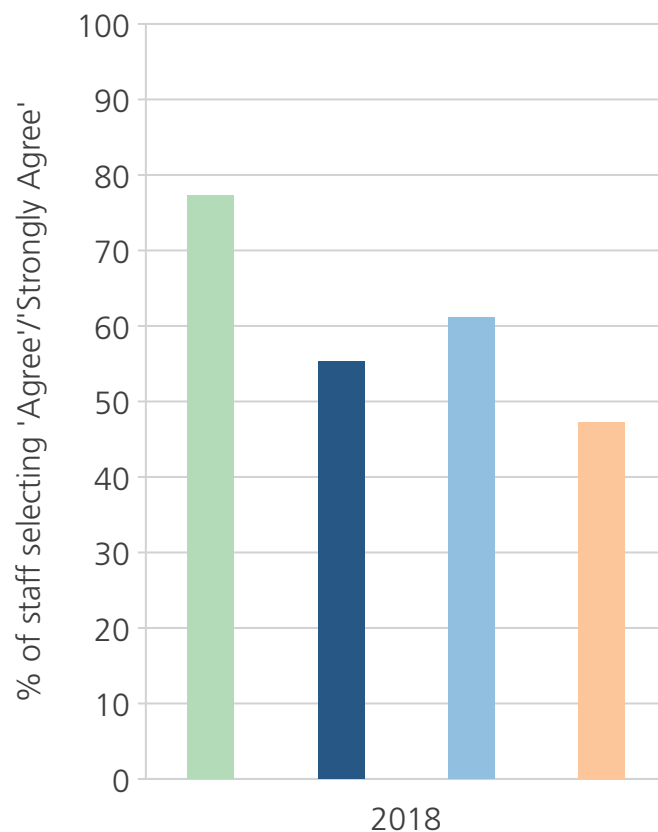
Q21a

Care of patients / service users
is my organisation's top priority



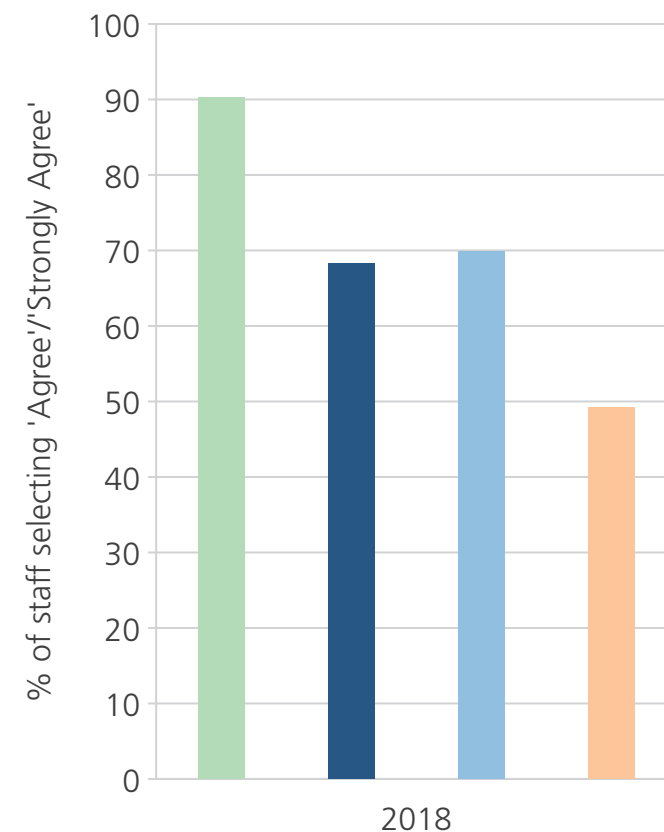
Q21c

I would recommend my
organisation as a place to work



Q21d

If a friend or relative needed treatment
I would be happy with the standard
of care provided by this organisation



Best	88.7%
Your org	74.4%
Average	76.5%
Worst	59.9%

Best	77.3%
Your org	55.3%
Average	61.1%
Worst	47.2%

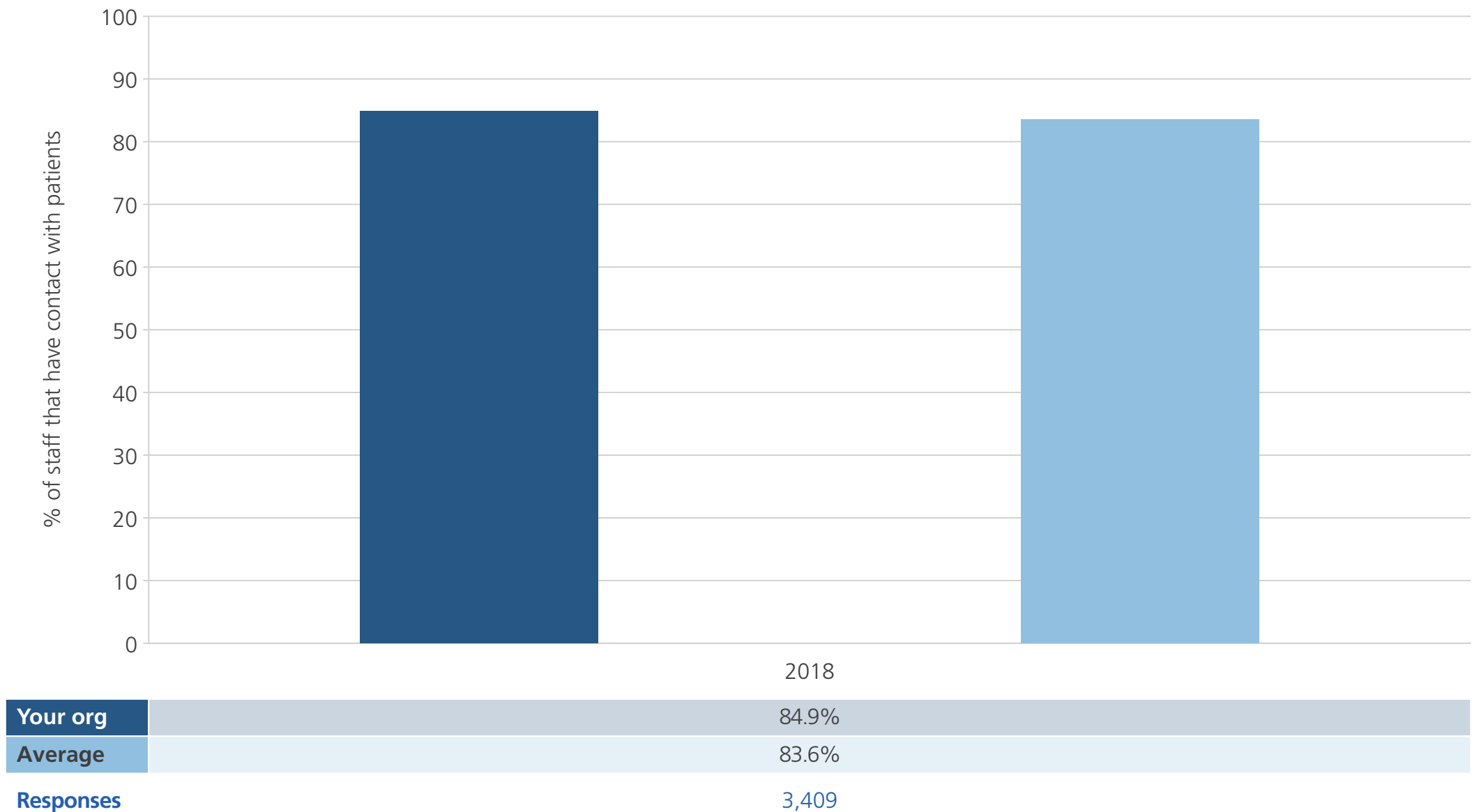
Best	90.3%
Your org	68.3%
Average	69.9%
Worst	49.2%

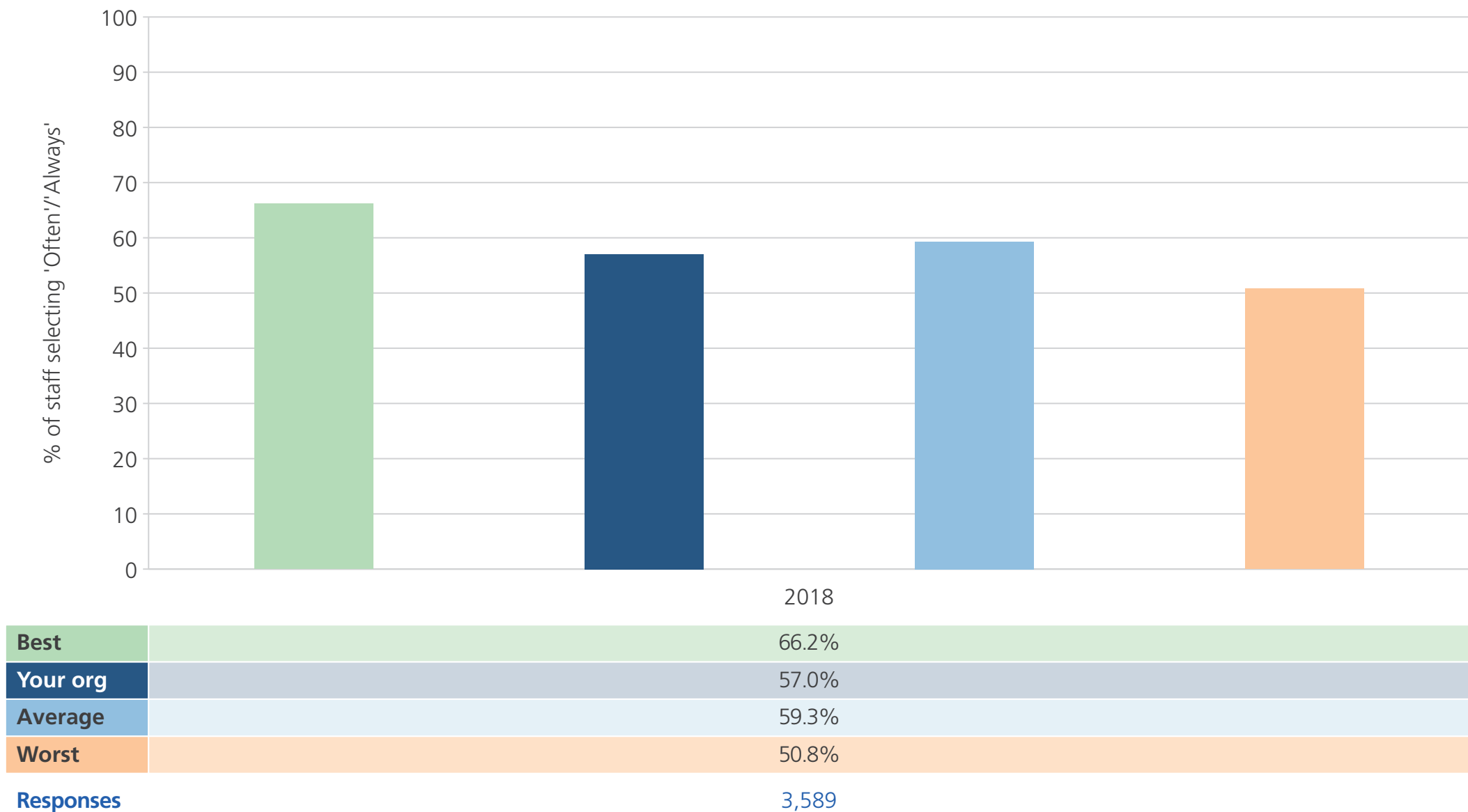
Question results

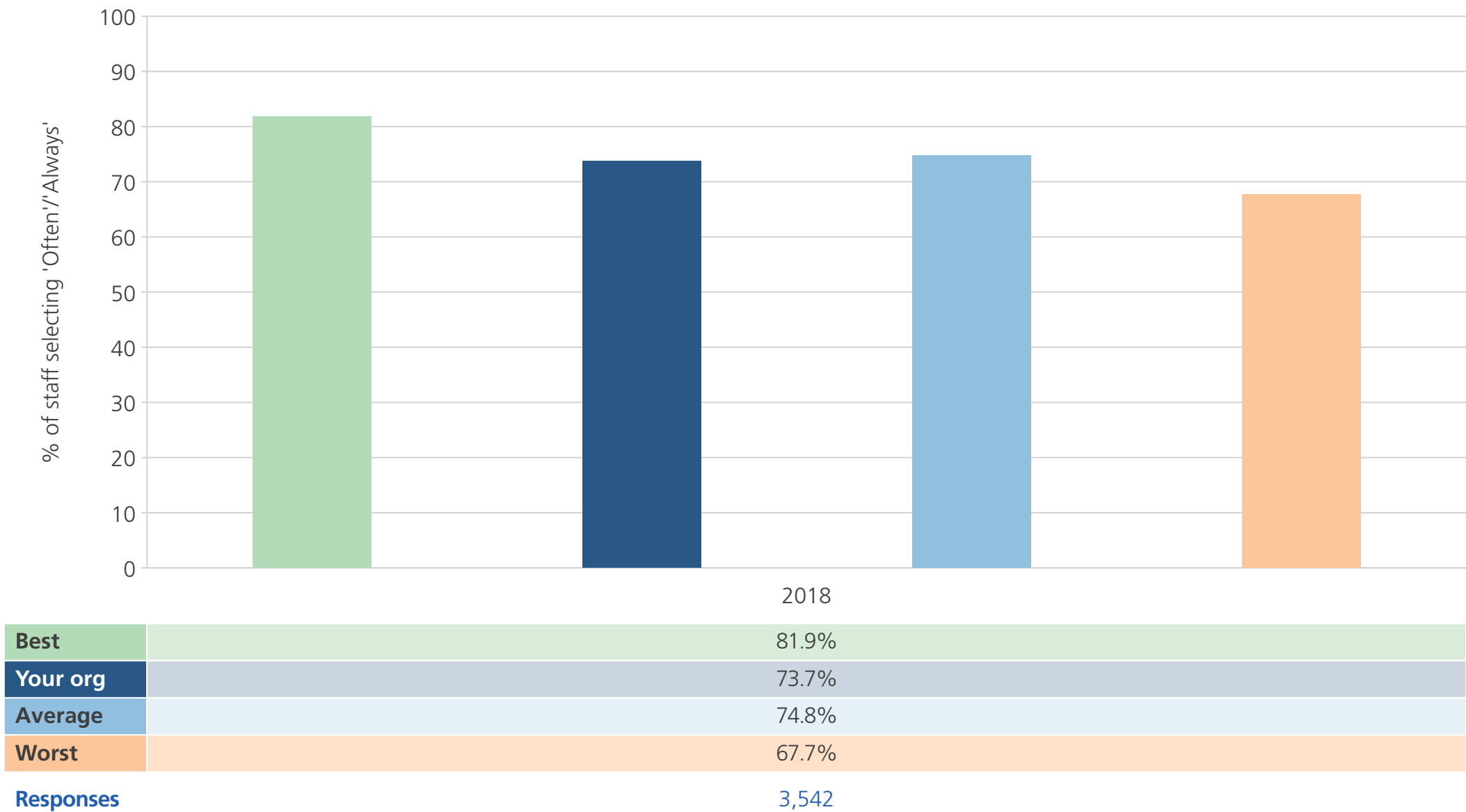
East Suffolk and North Essex NHS Foundation Trust
2018 NHS Staff Survey Results

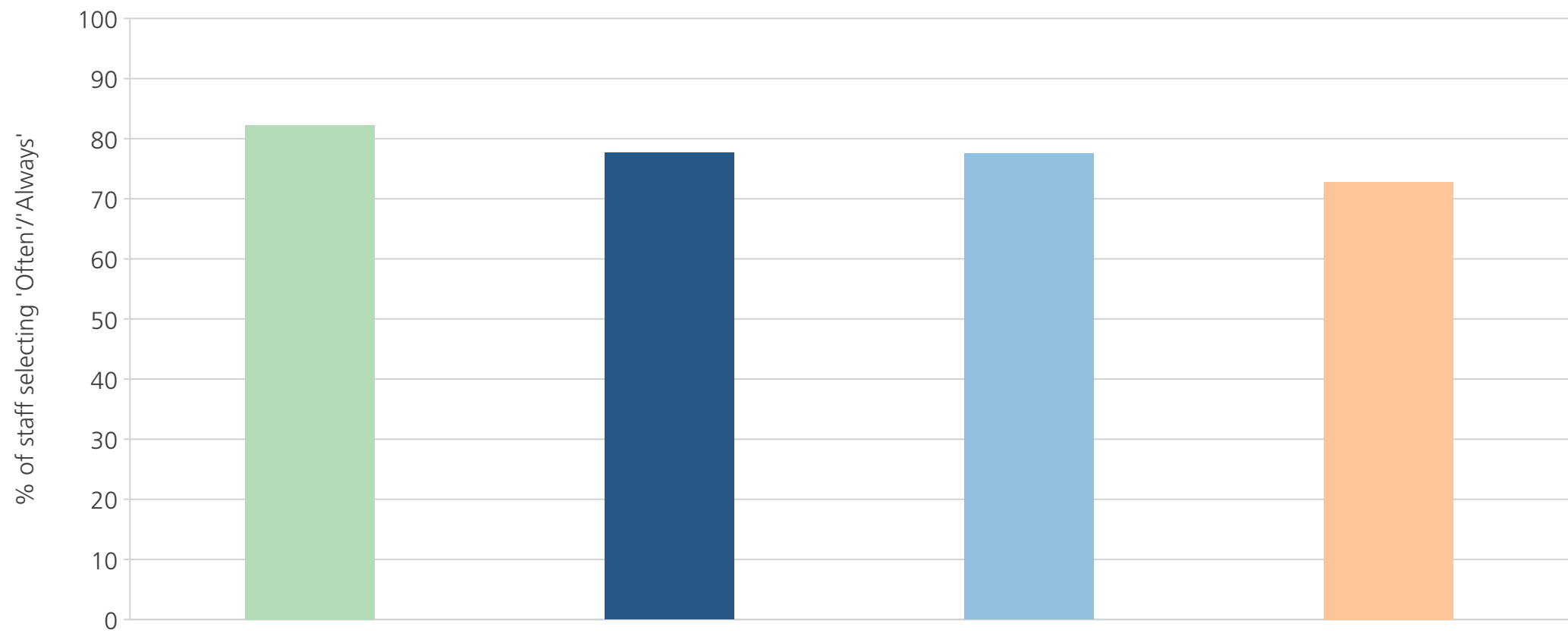
Question results – Your job

East Suffolk and North Essex NHS Foundation Trust
2018 NHS Staff Survey Results





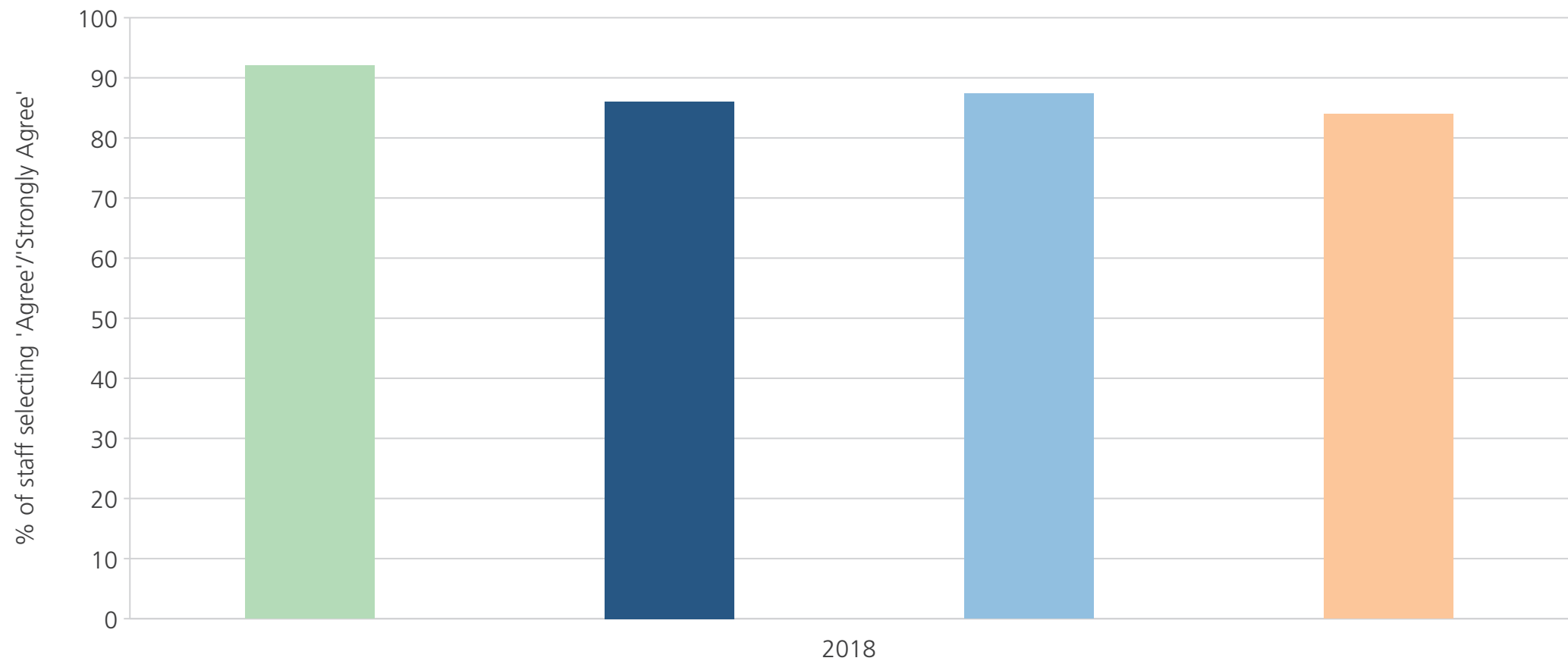




2018

Best	82.3%
Your org	77.6%
Average	77.6%
Worst	72.8%

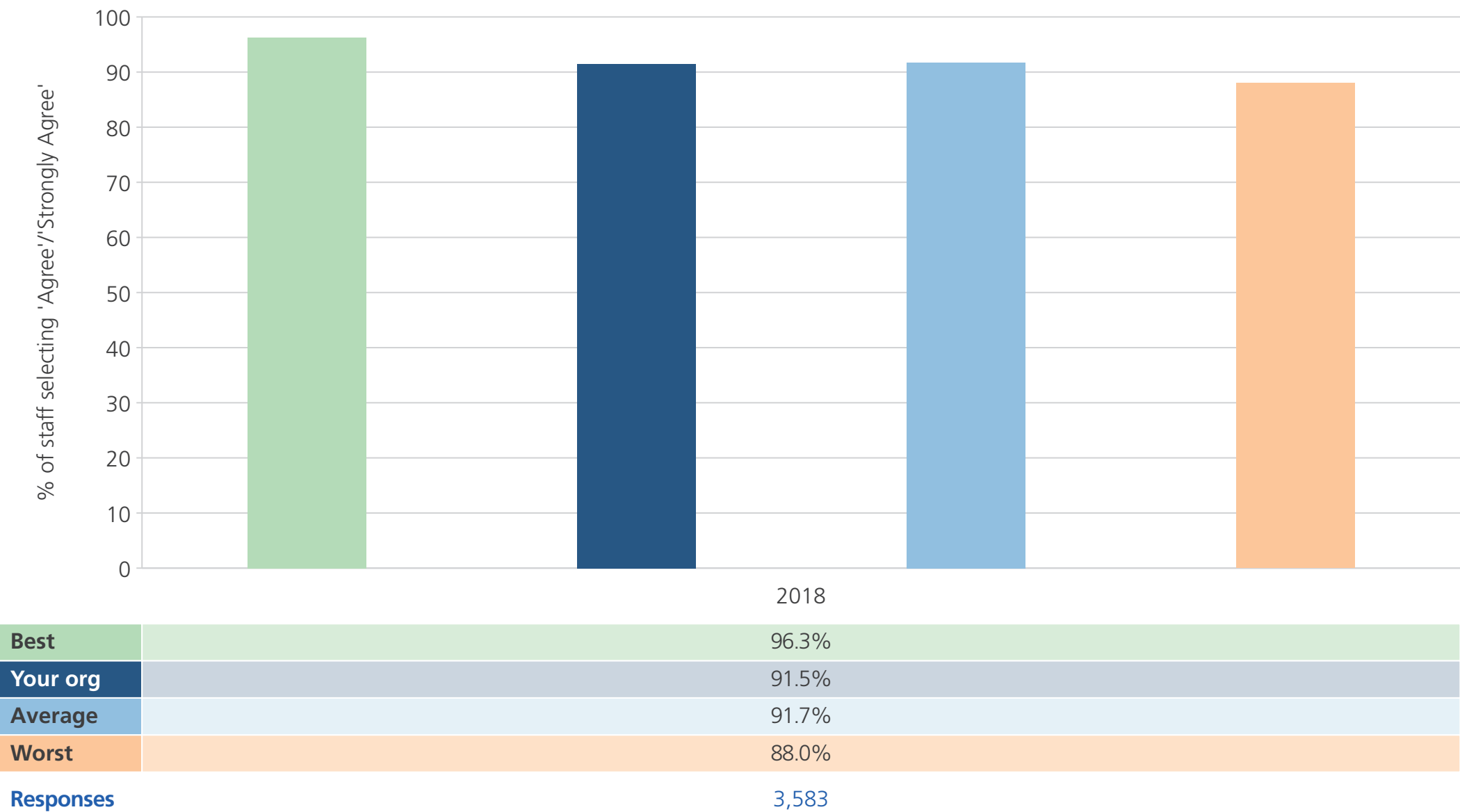
Responses 3,530

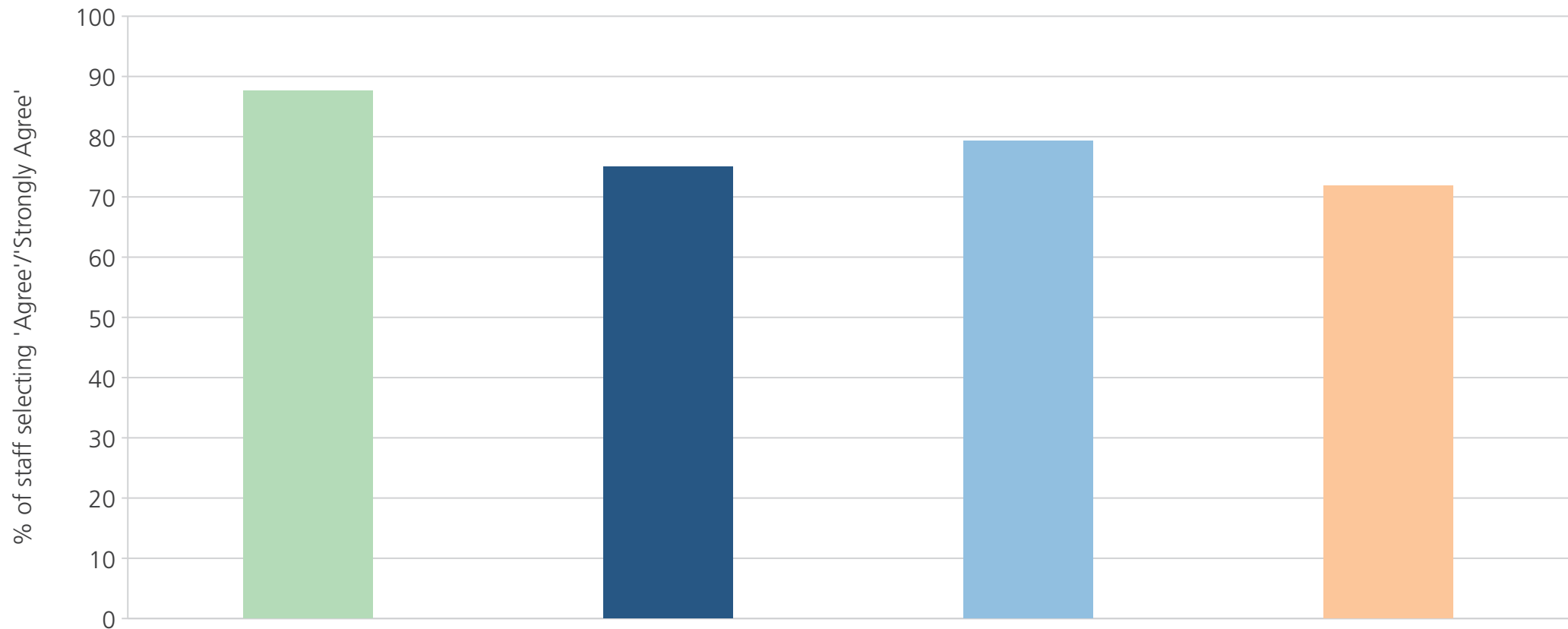


Best	92.0%
Your org	86.0%
Average	87.4%
Worst	84.0%

Responses

3,603



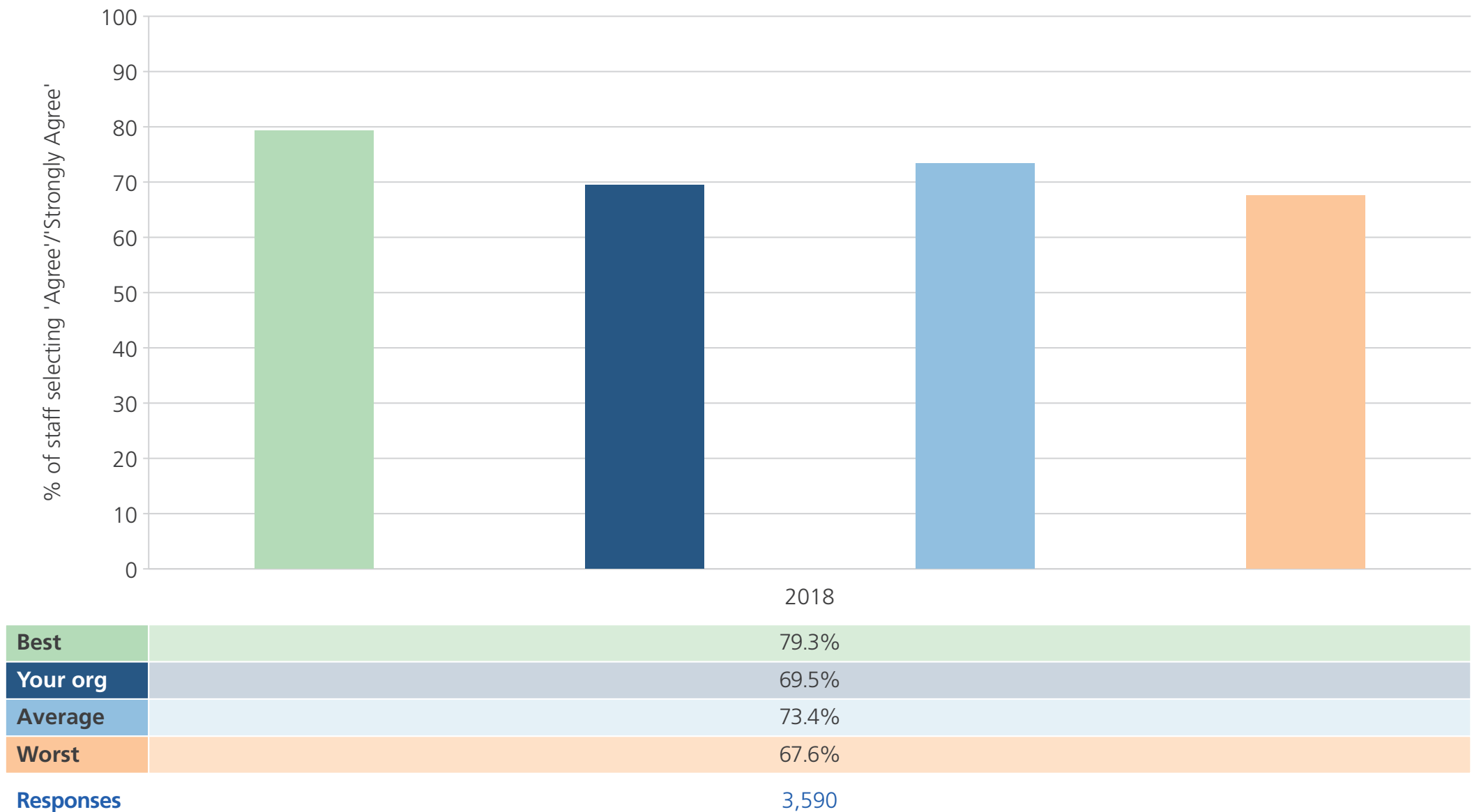


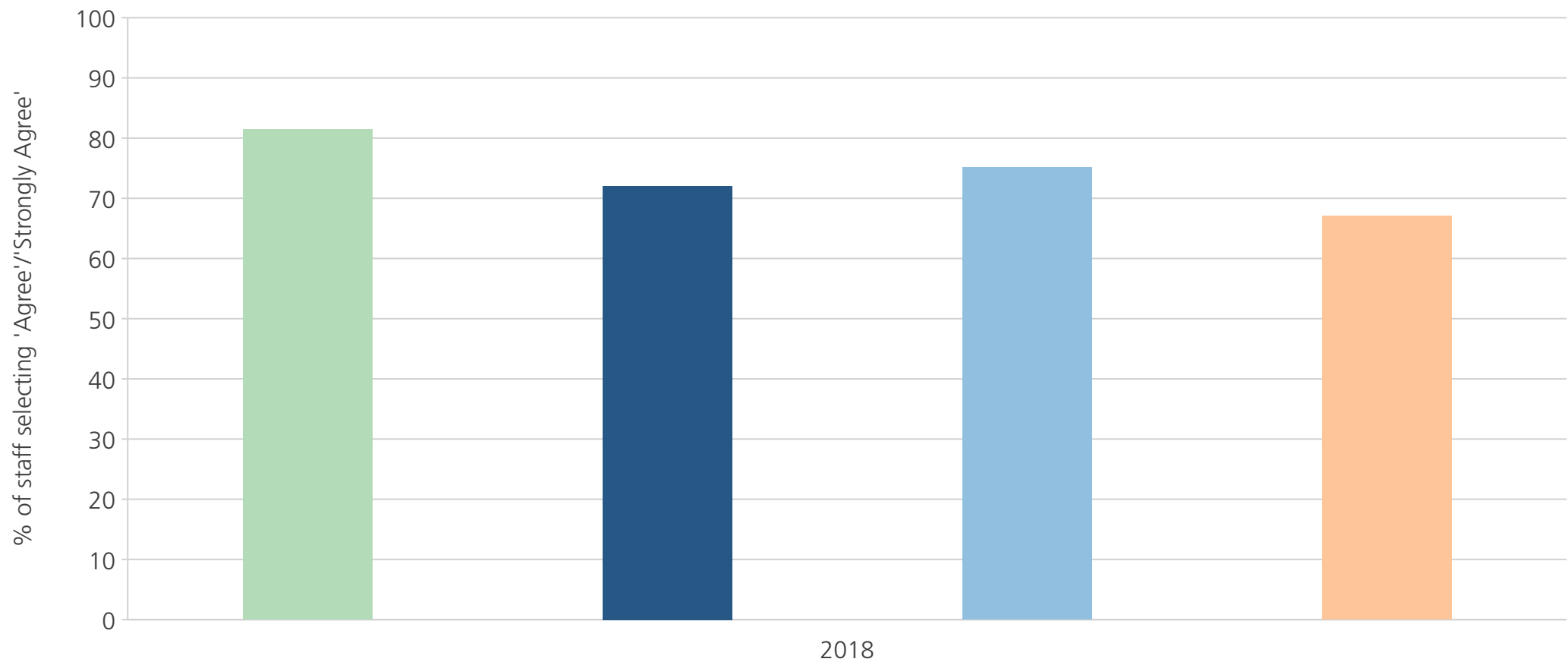
2018

Best	87.6%
Your org	75.0%
Average	79.3%
Worst	71.9%

Responses

3,579

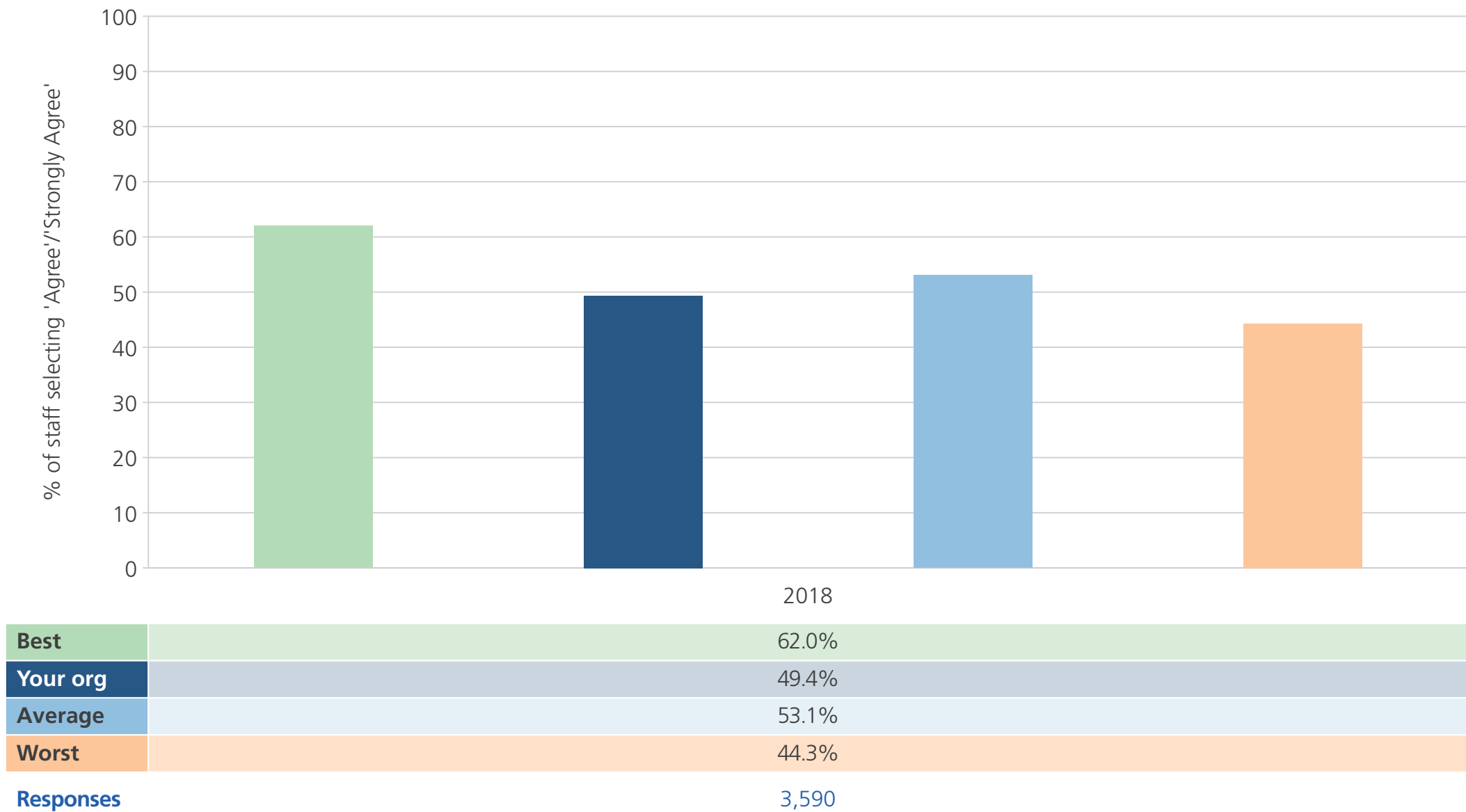


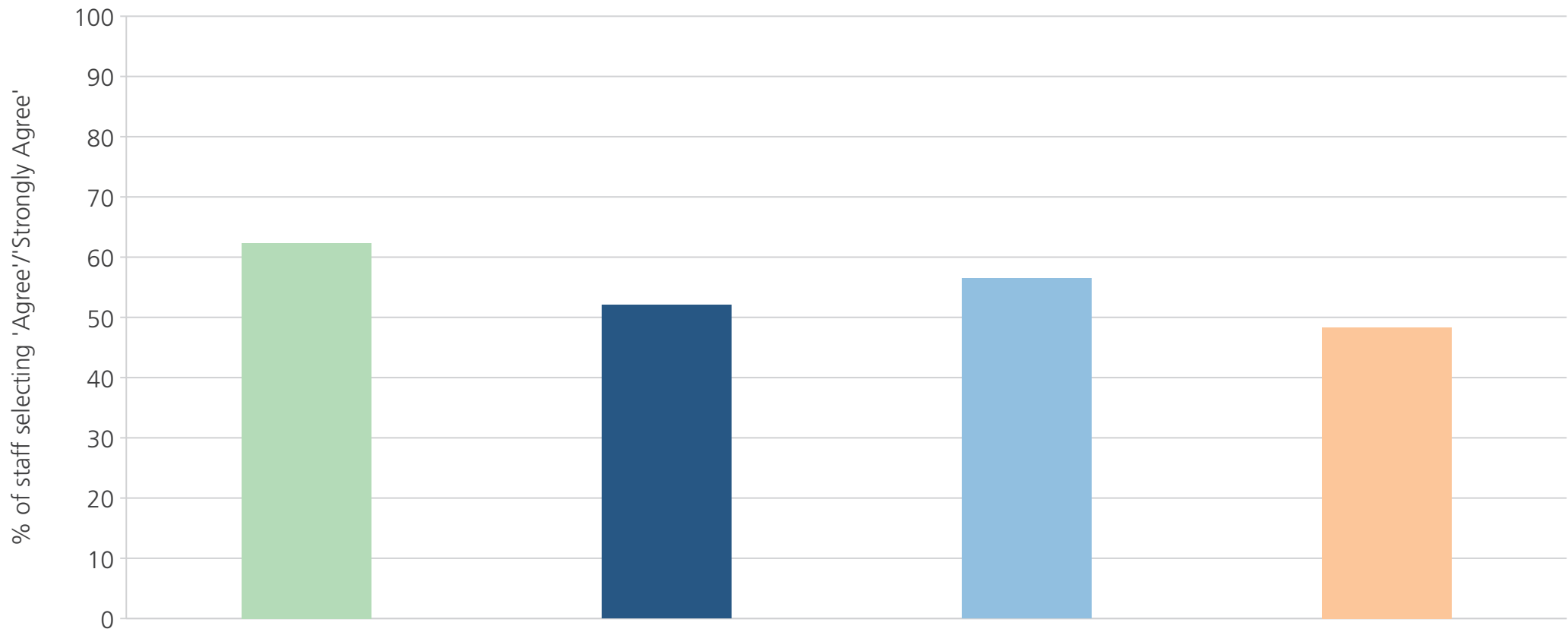


Best	81.4%
Your org	72.1%
Average	75.2%
Worst	67.1%

Responses

3,590



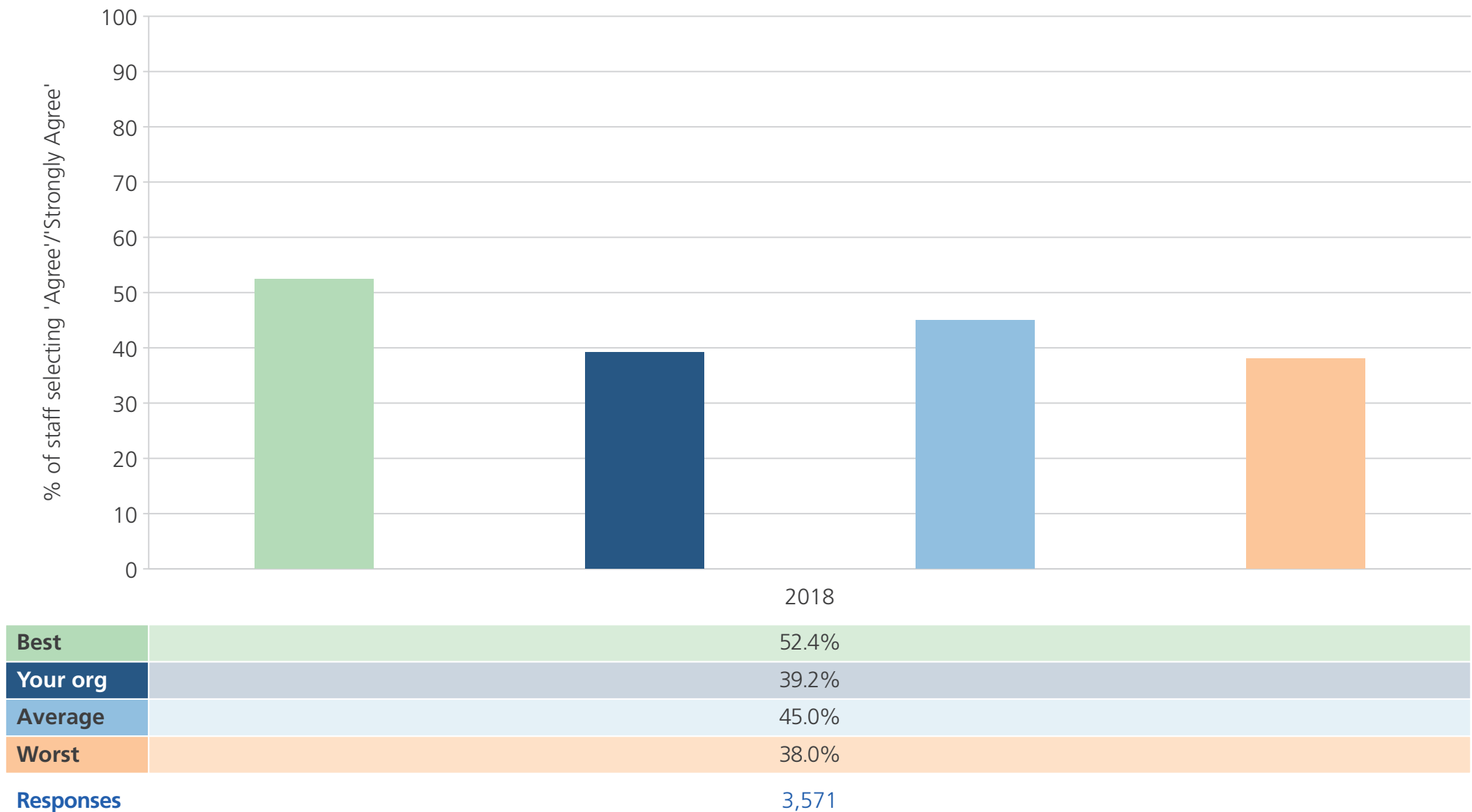


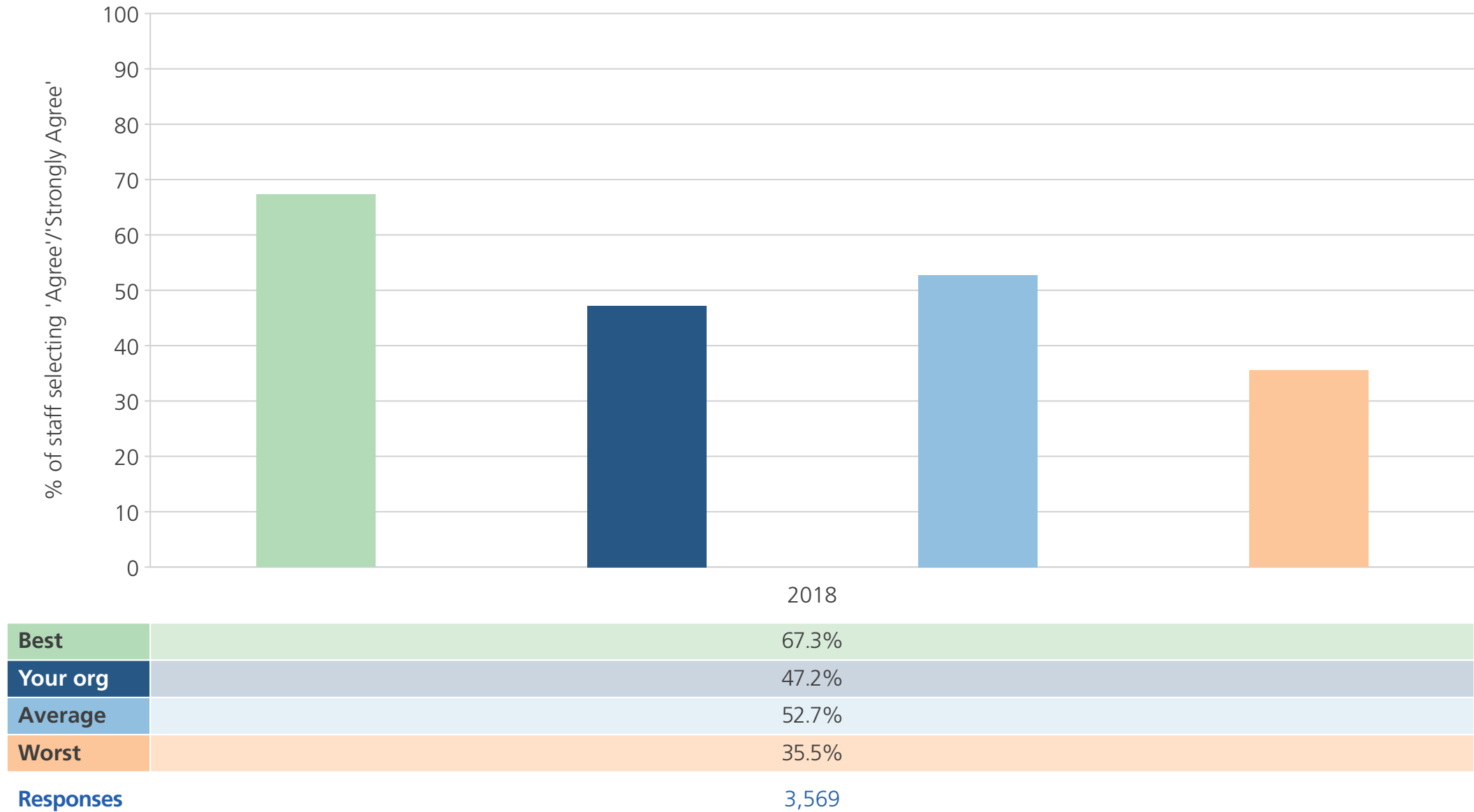
2018

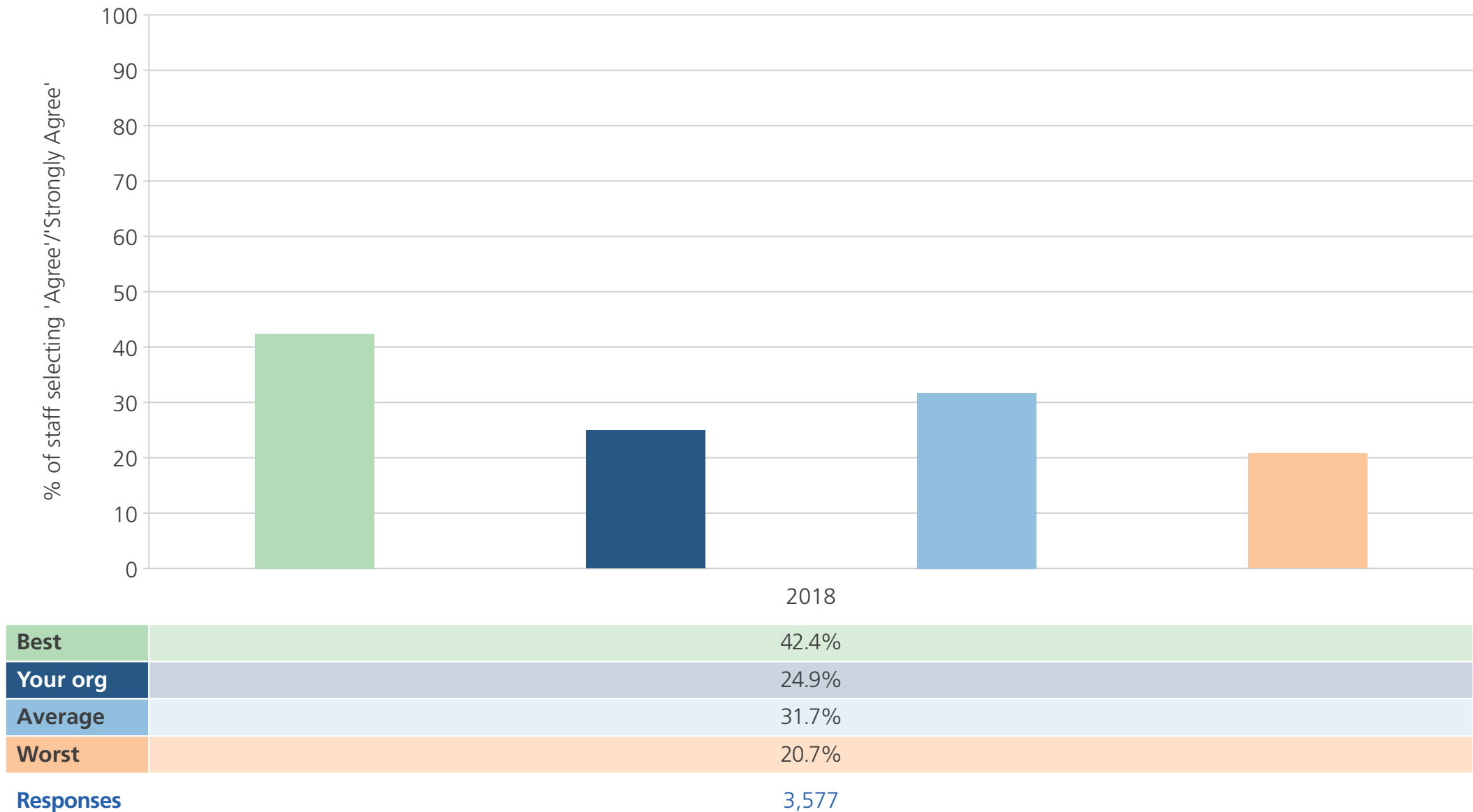
Best	62.3%
Your org	52.1%
Average	56.5%
Worst	48.3%

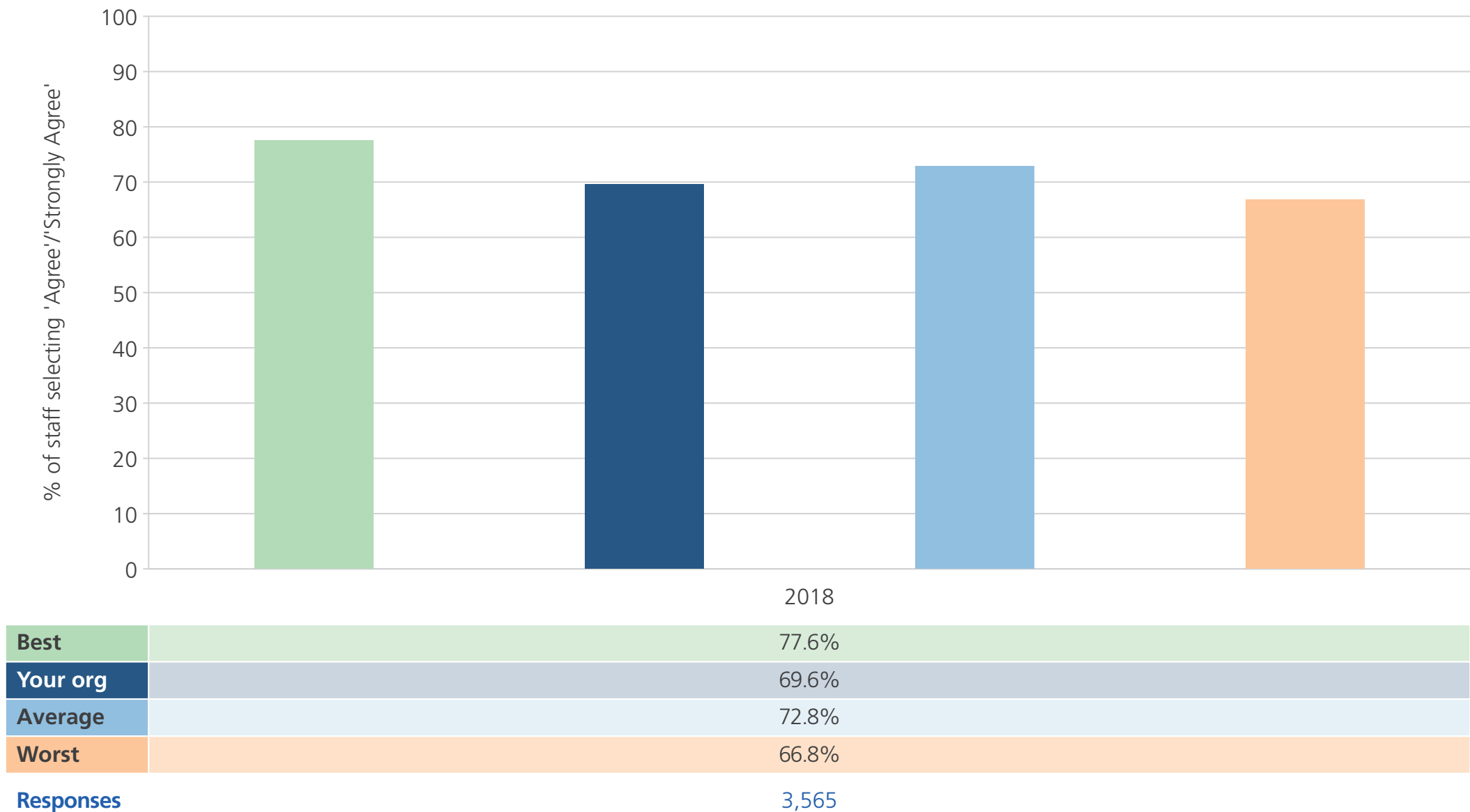
Responses

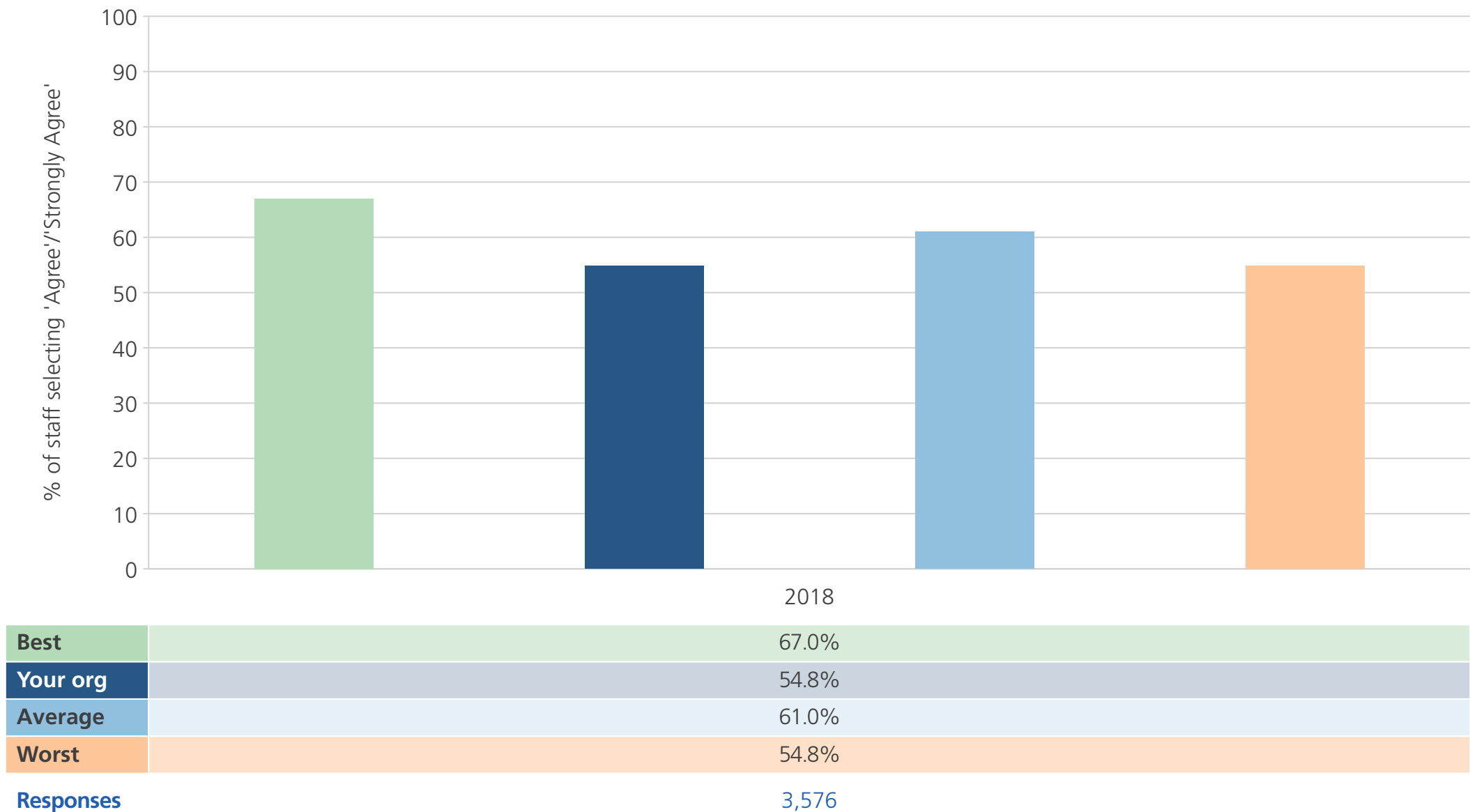
3,576

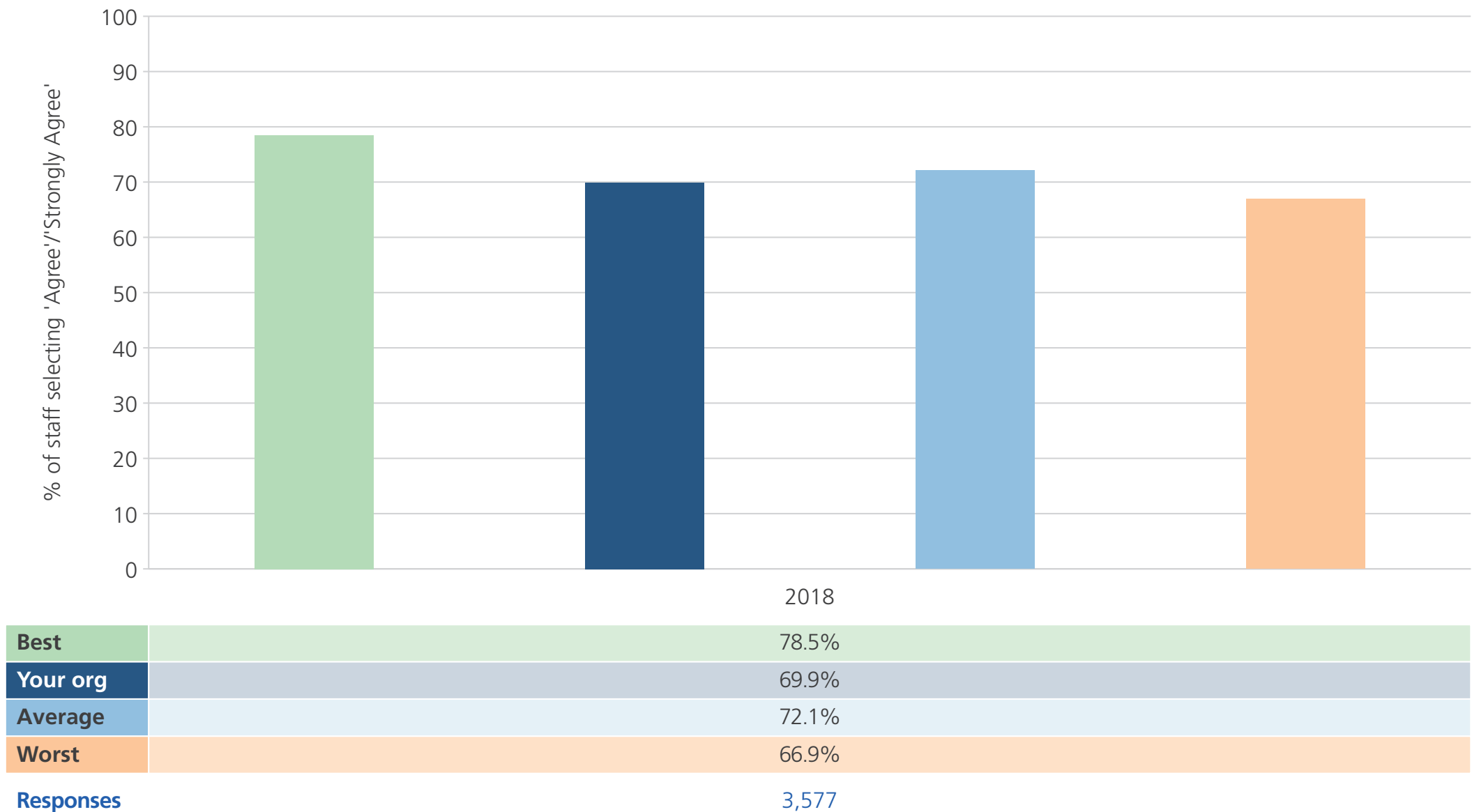


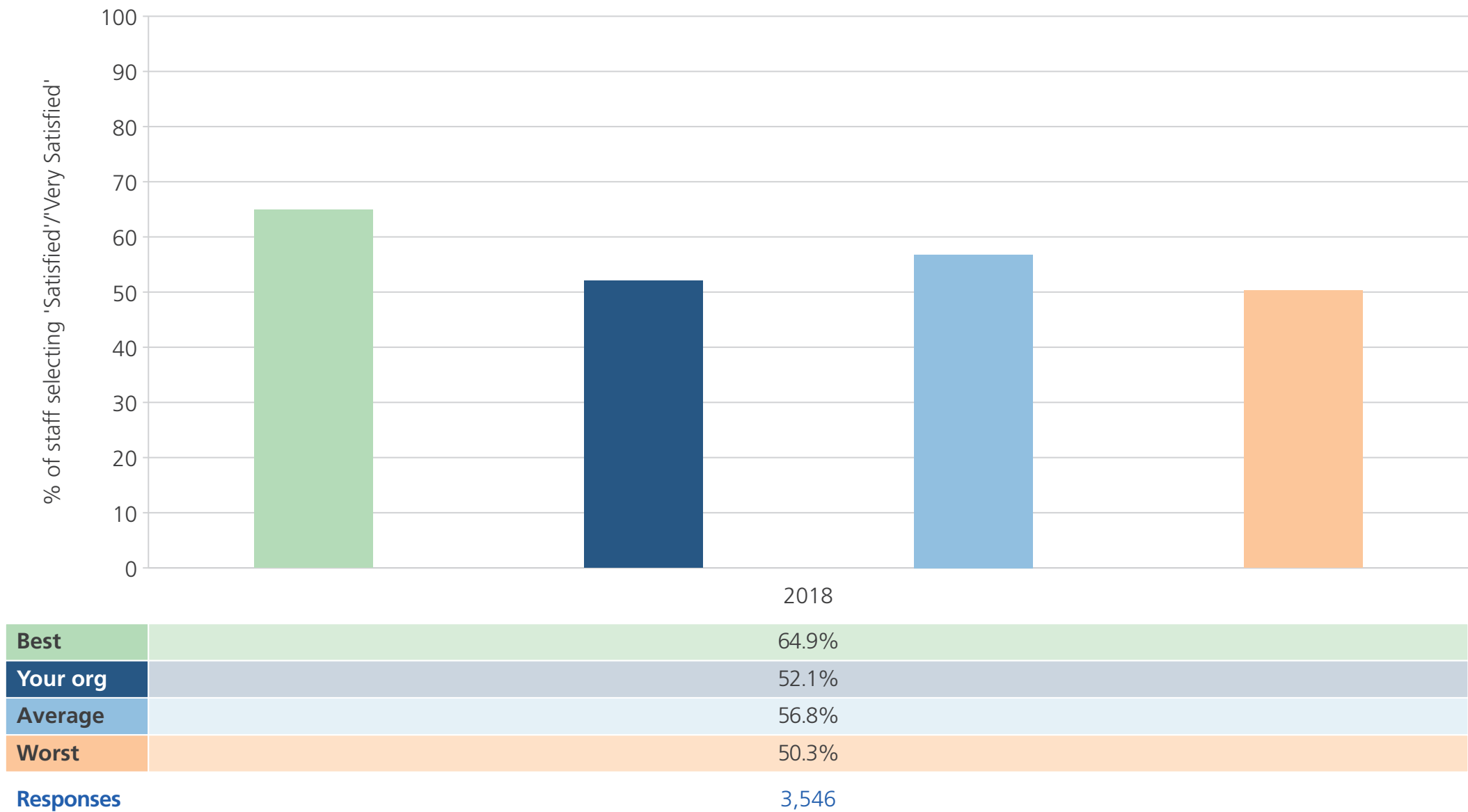


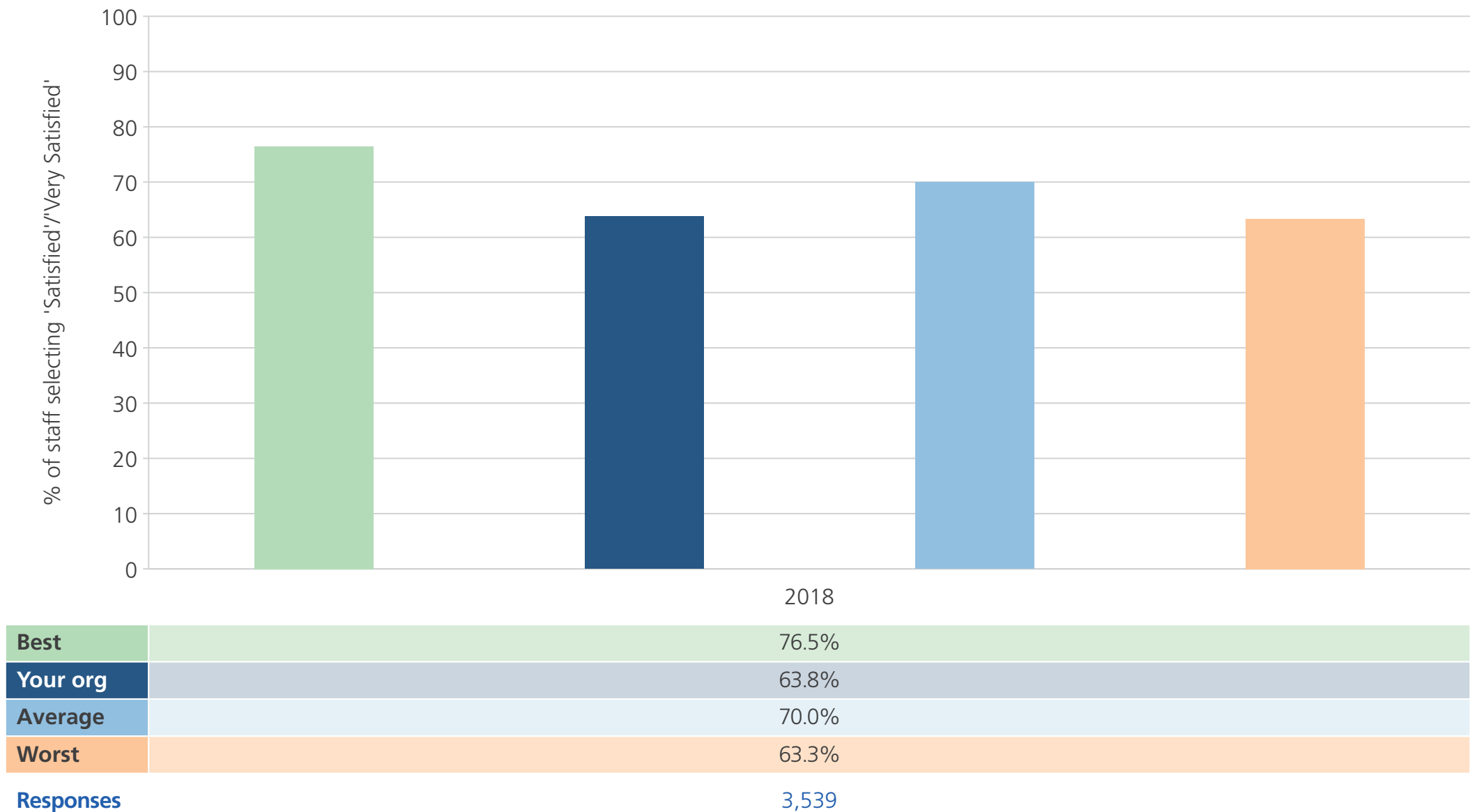


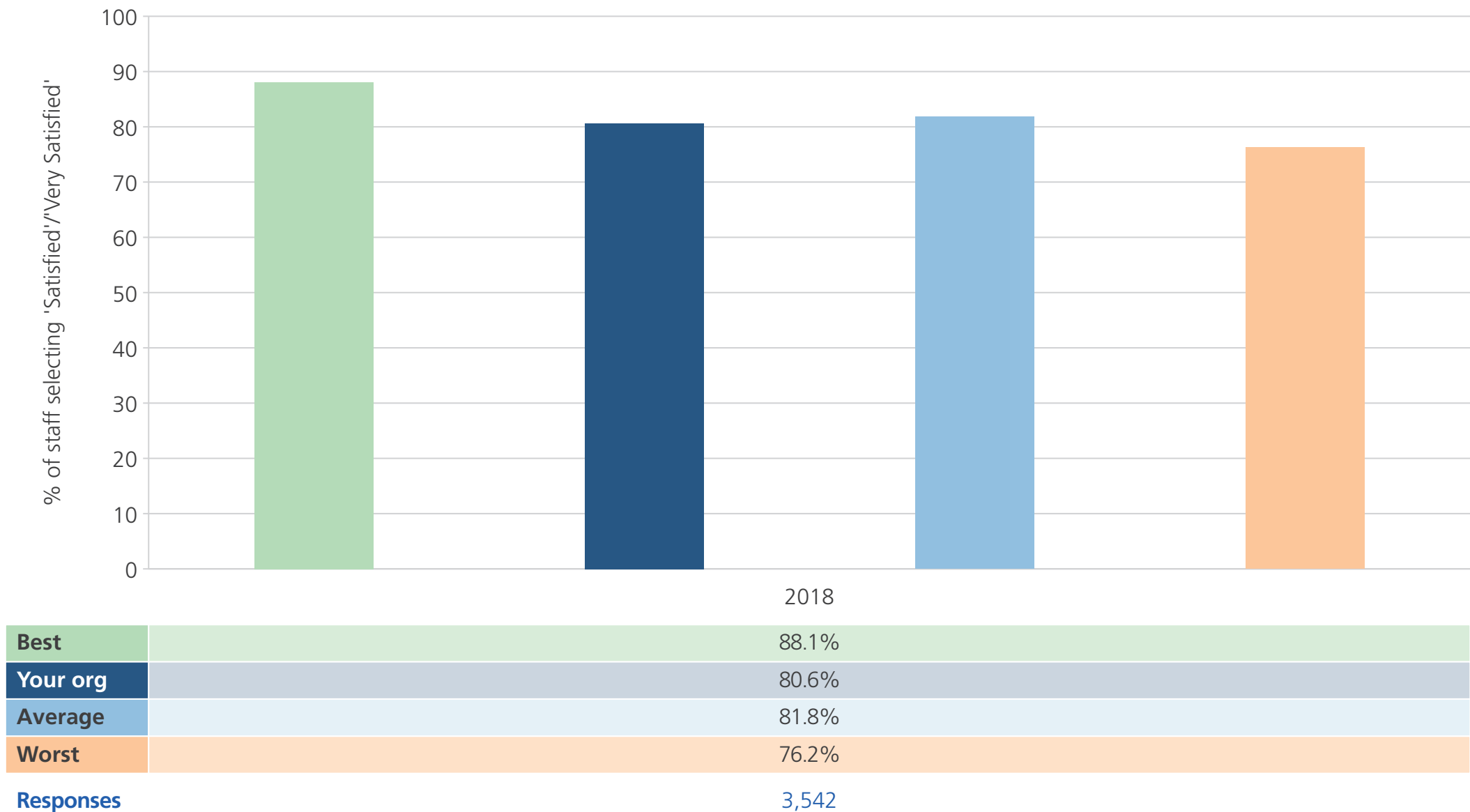


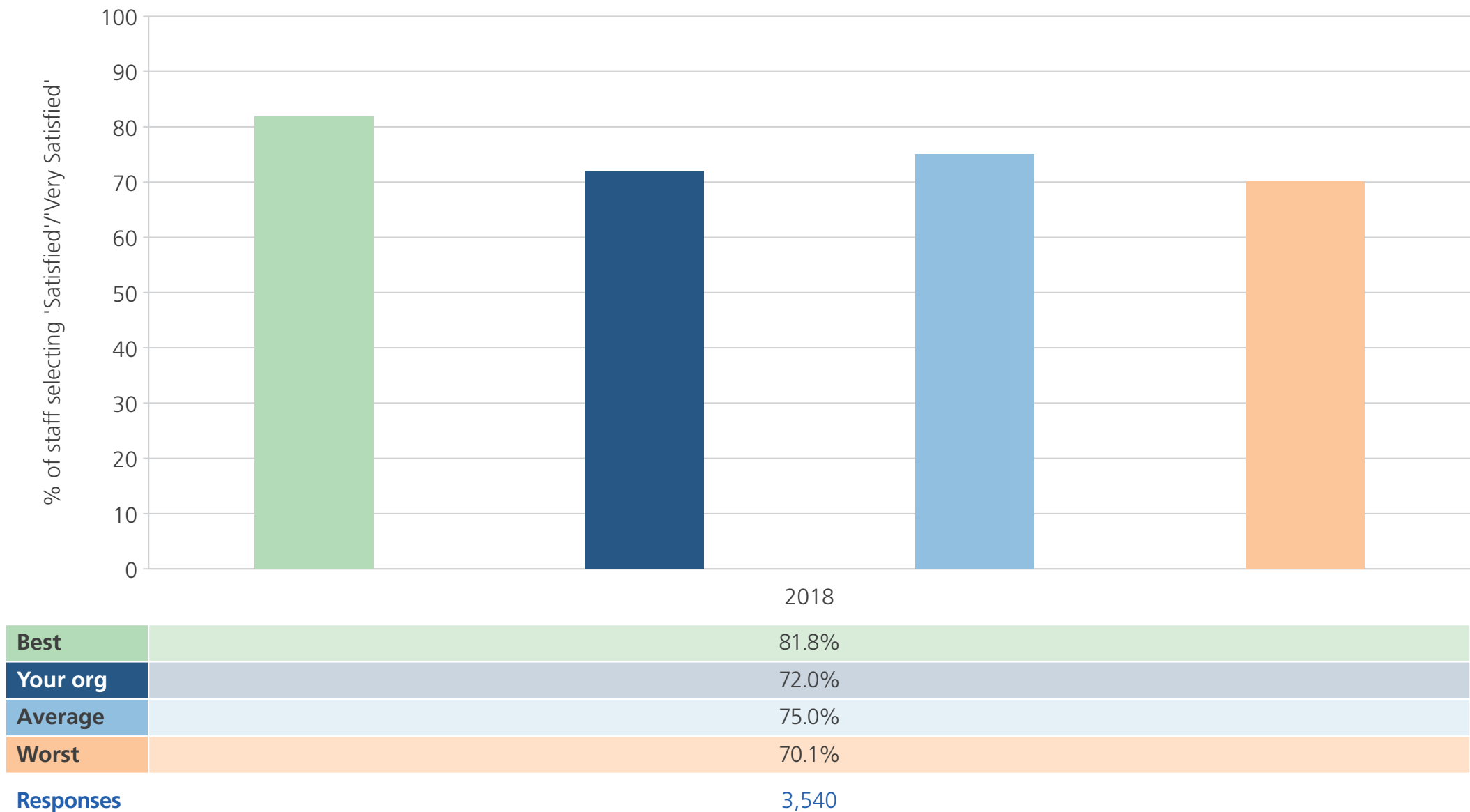


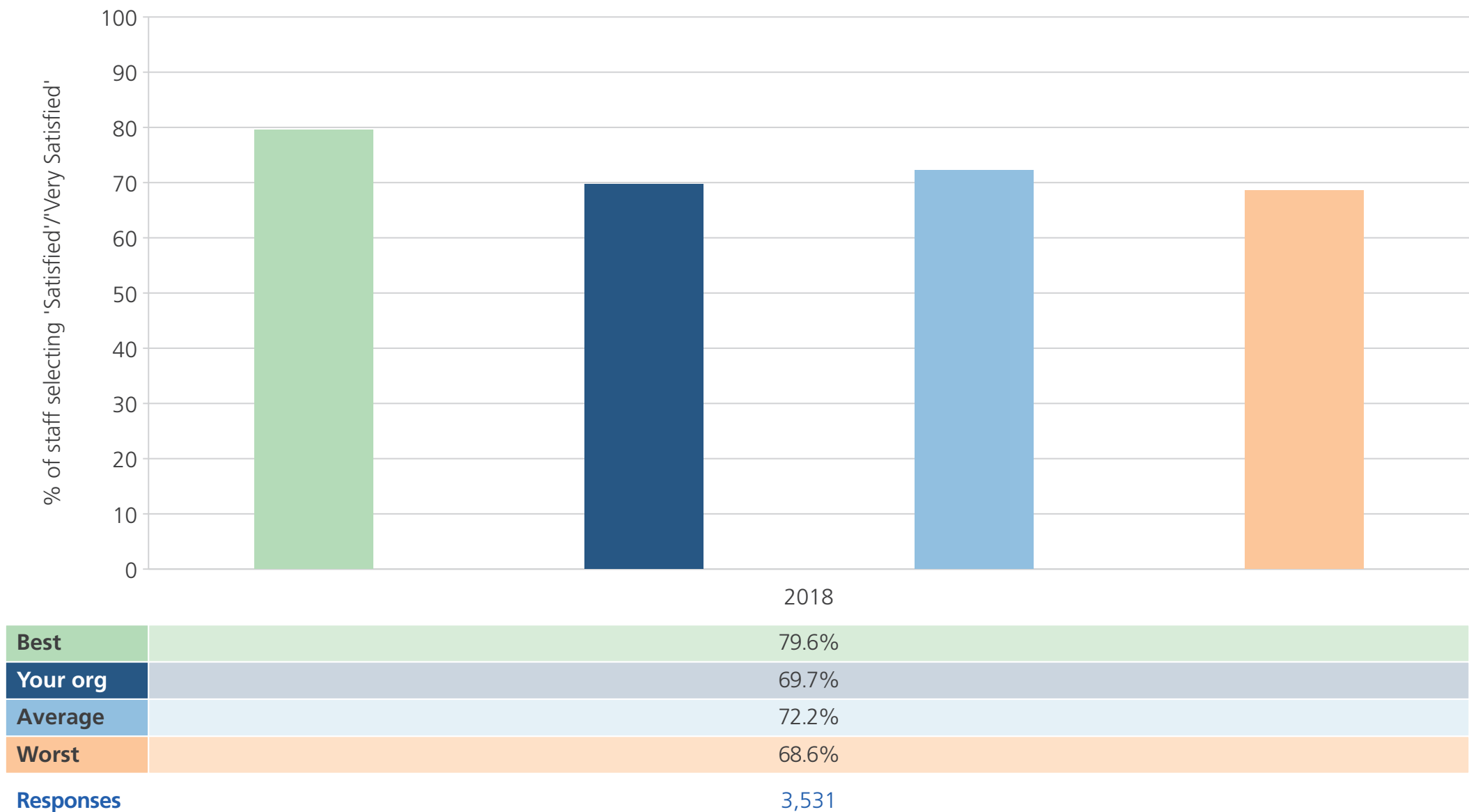


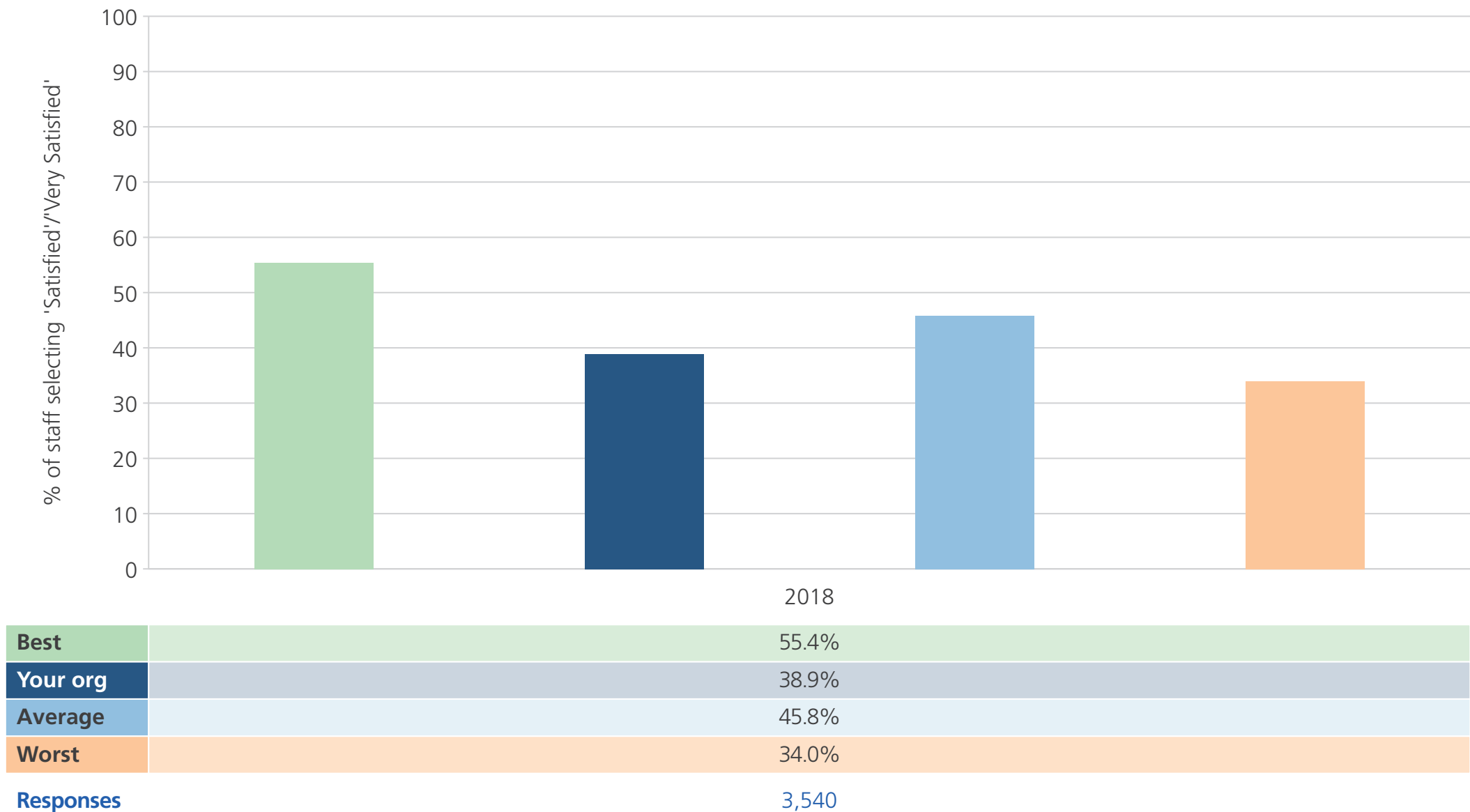


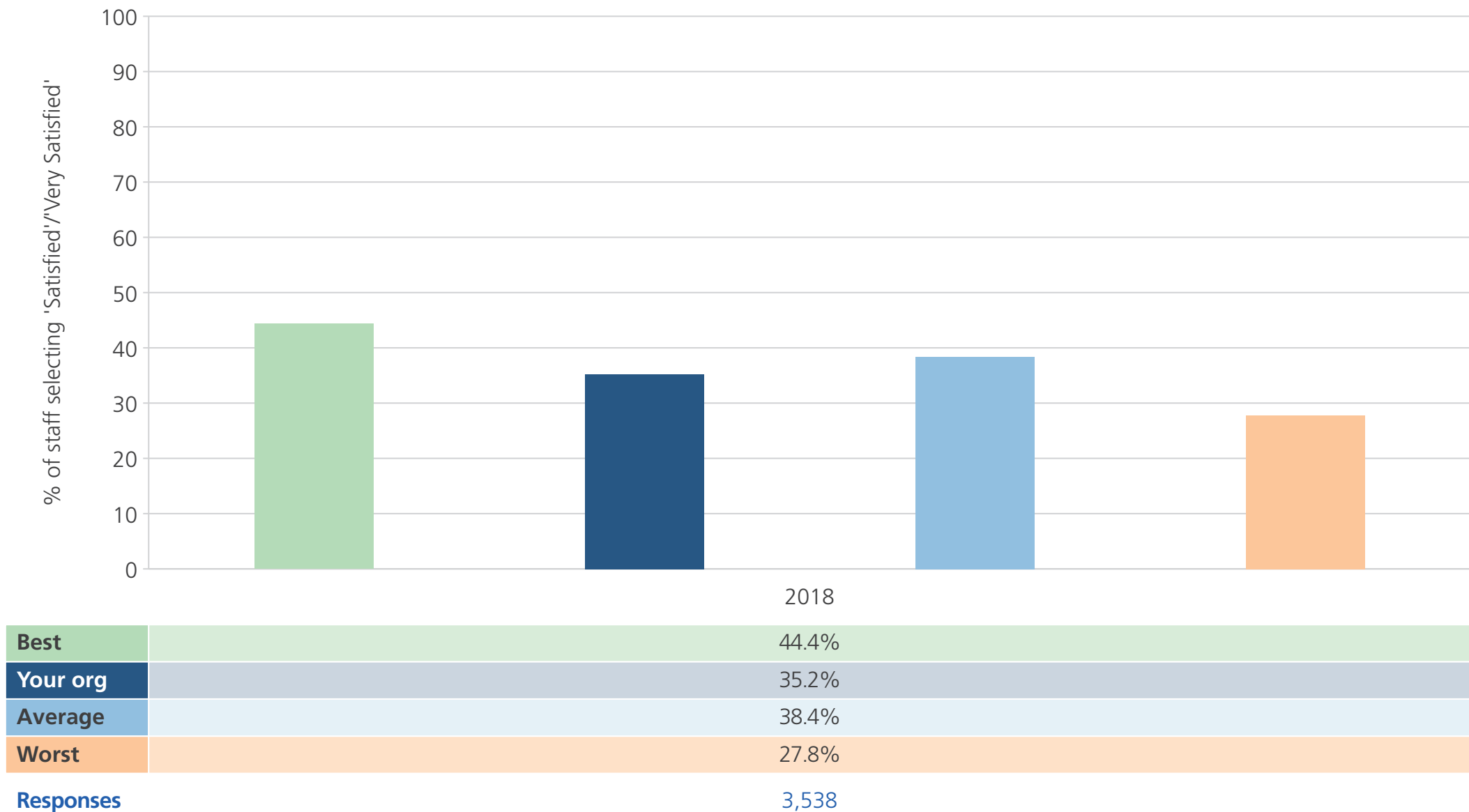


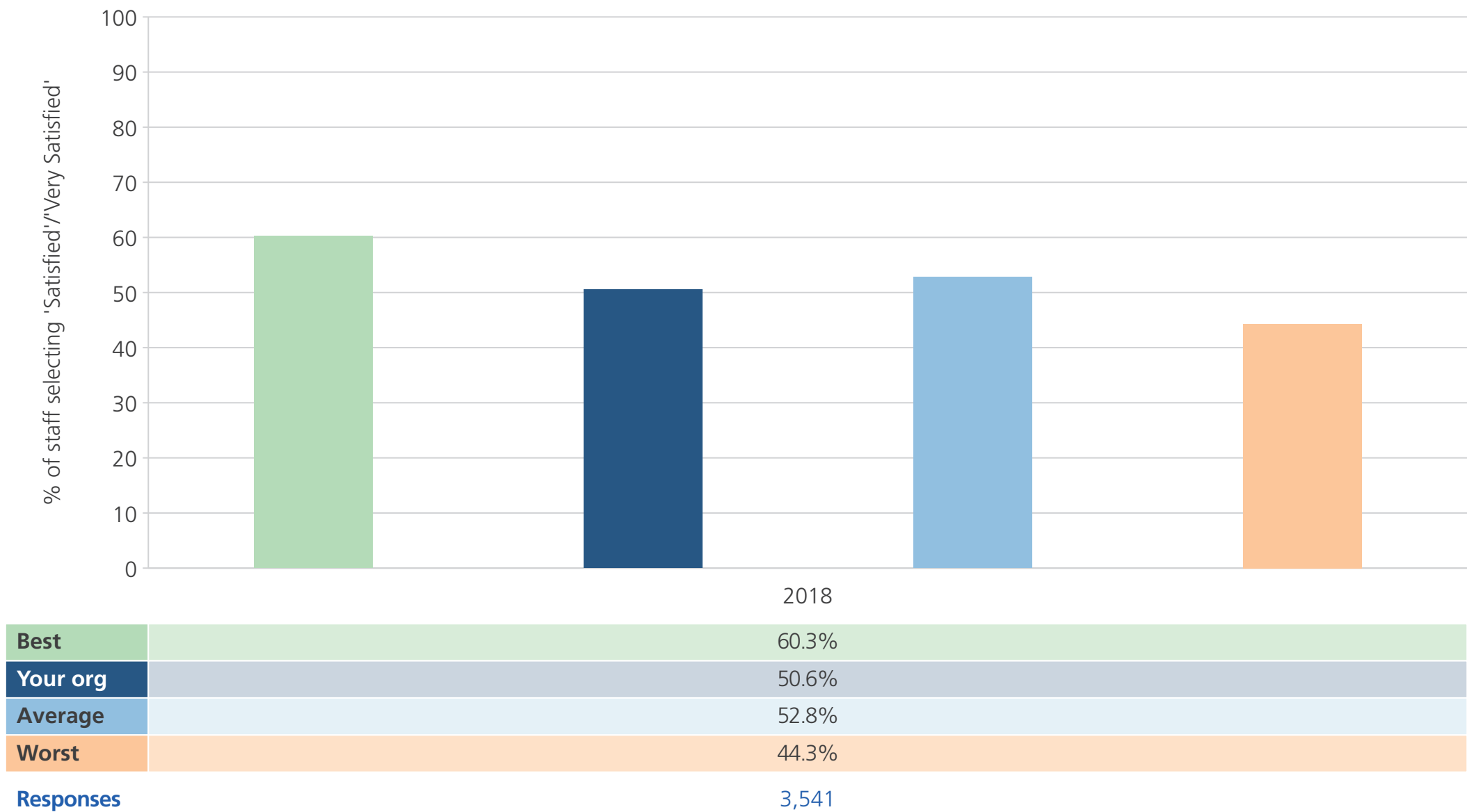


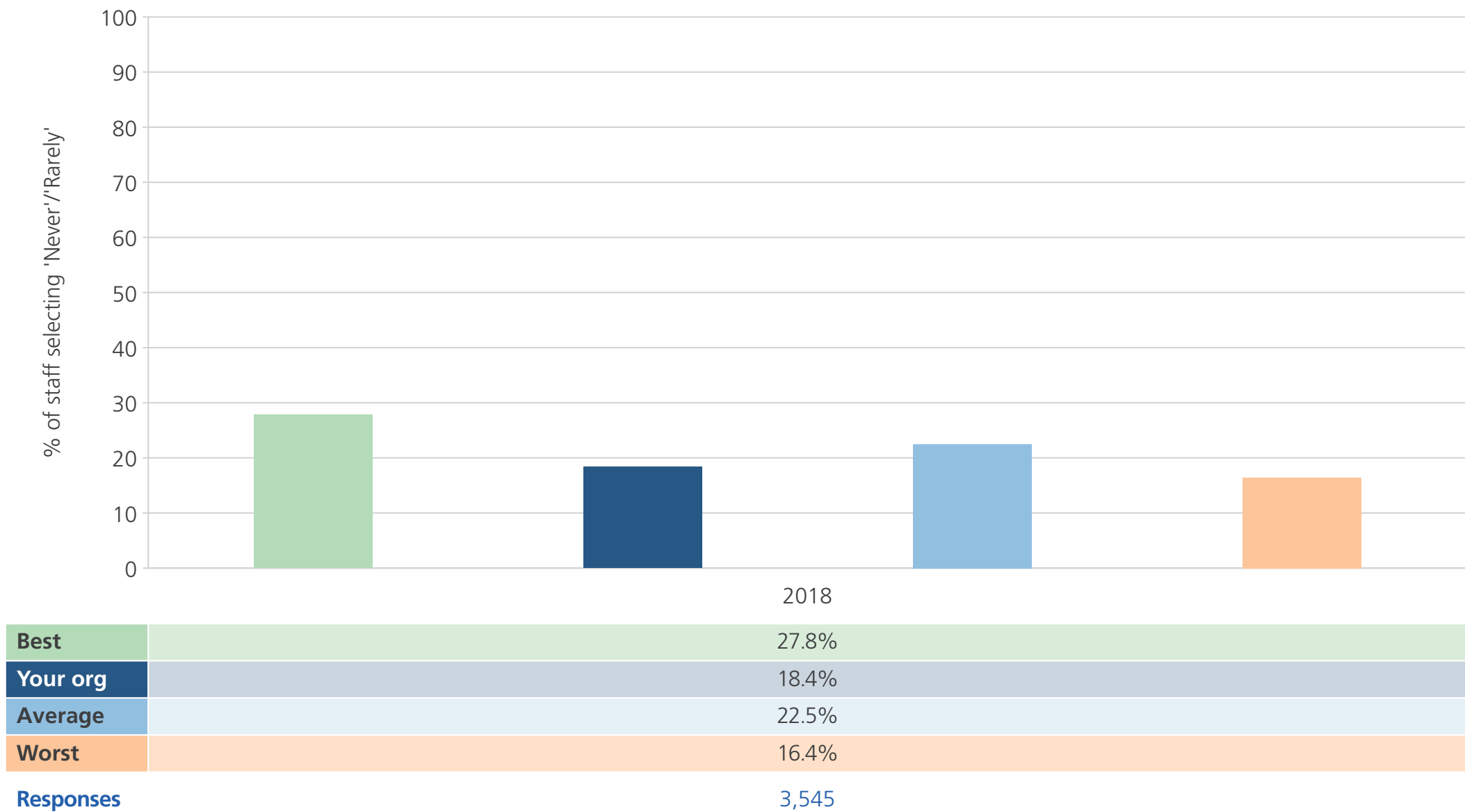


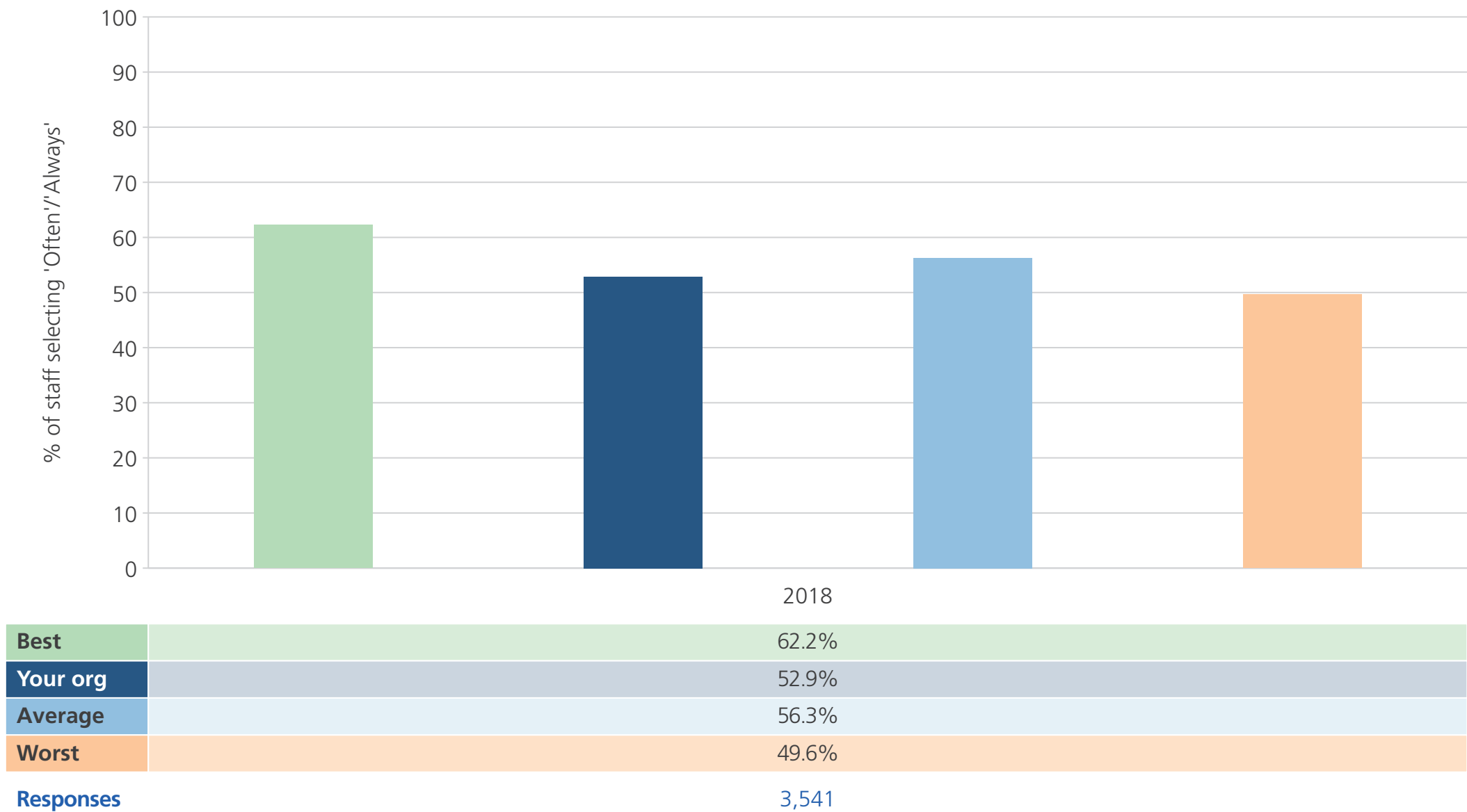


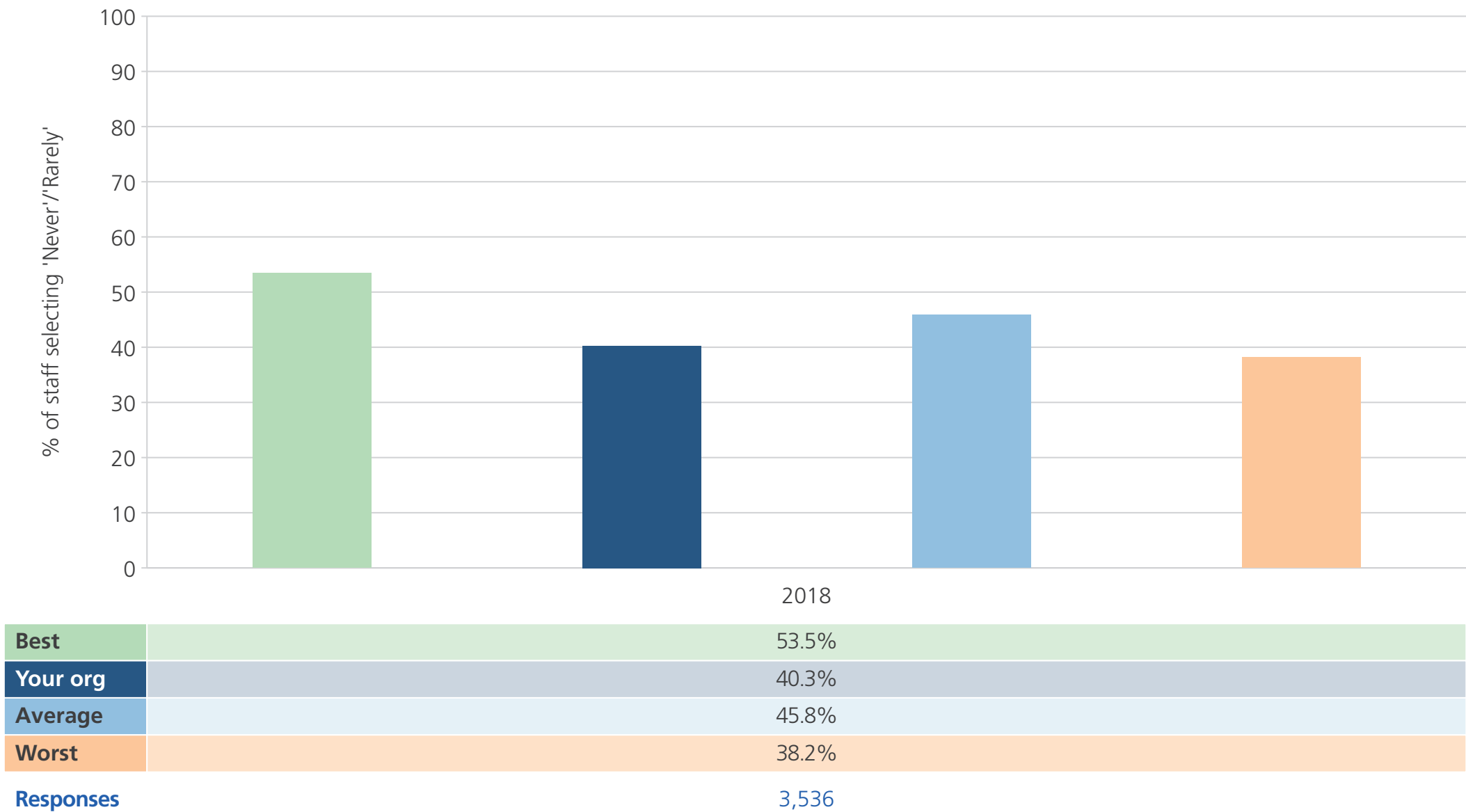


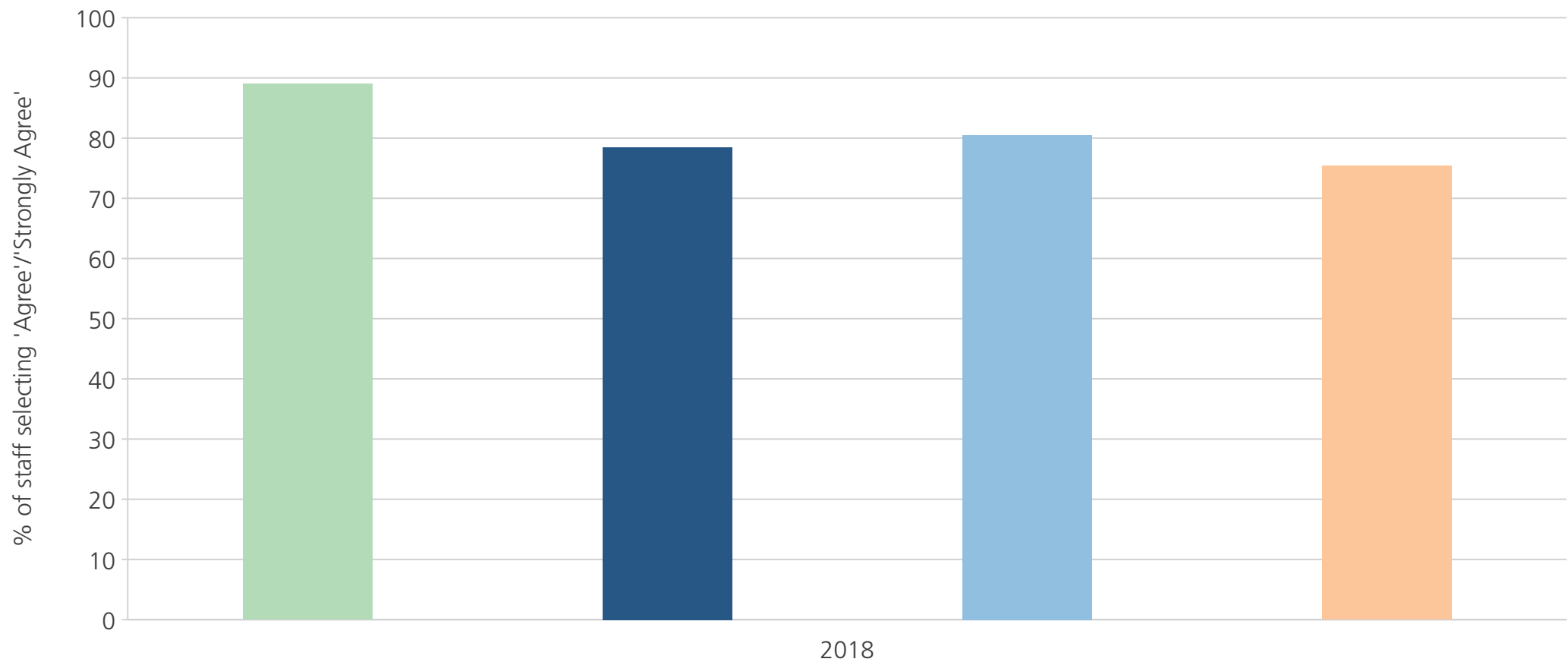








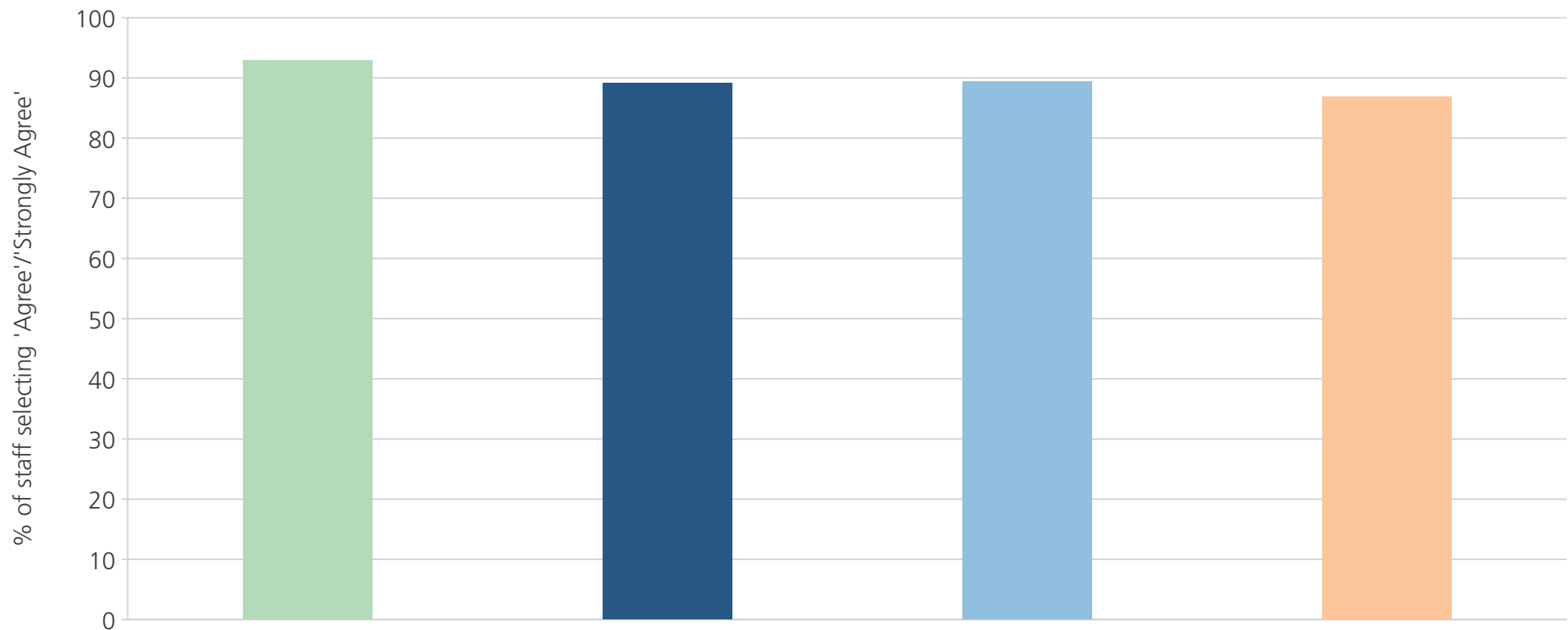




Best	89.0%
Your org	78.5%
Average	80.5%
Worst	75.4%

Responses

3,123

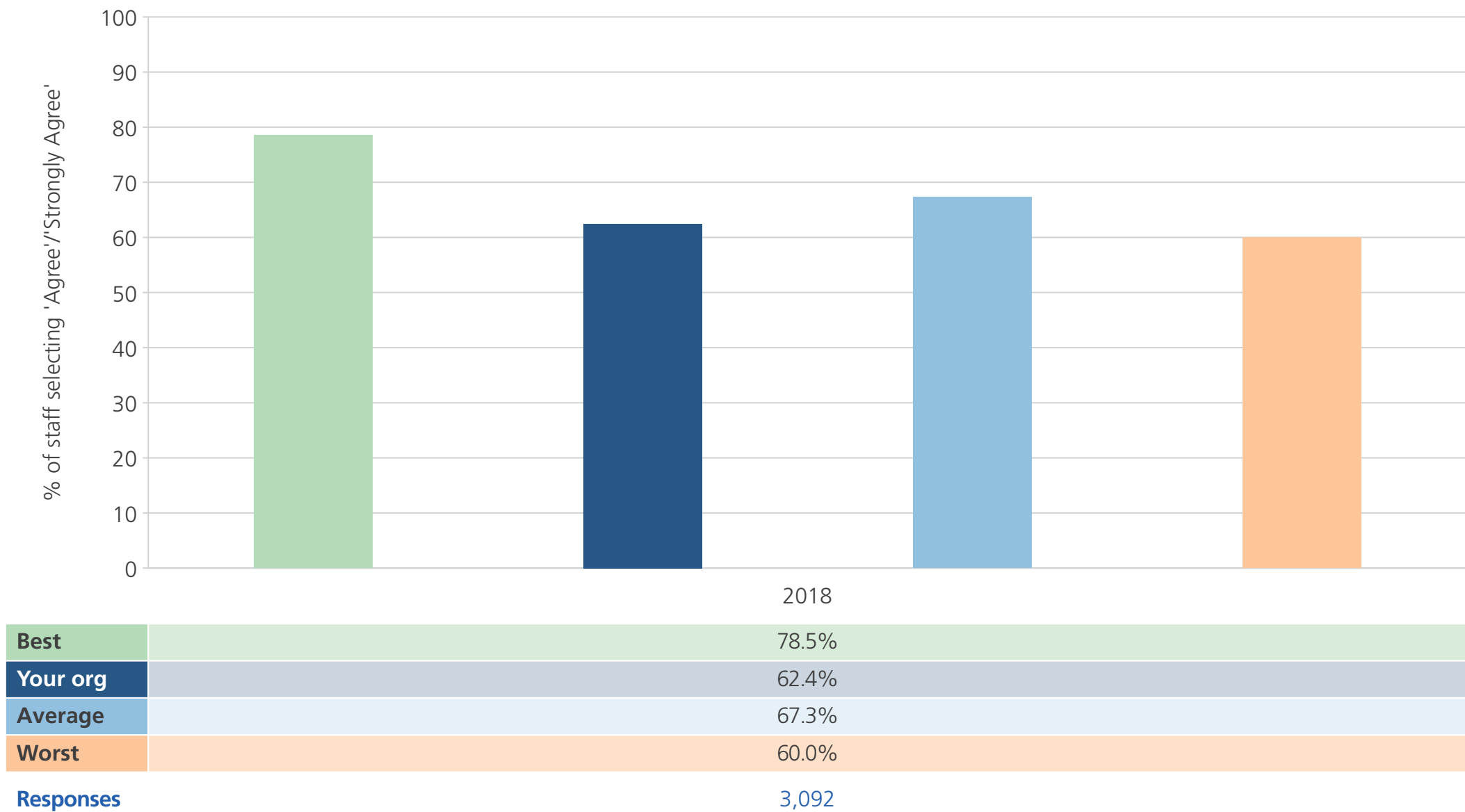


2018

Best	92.9%
Your org	89.1%
Average	89.4%
Worst	86.9%

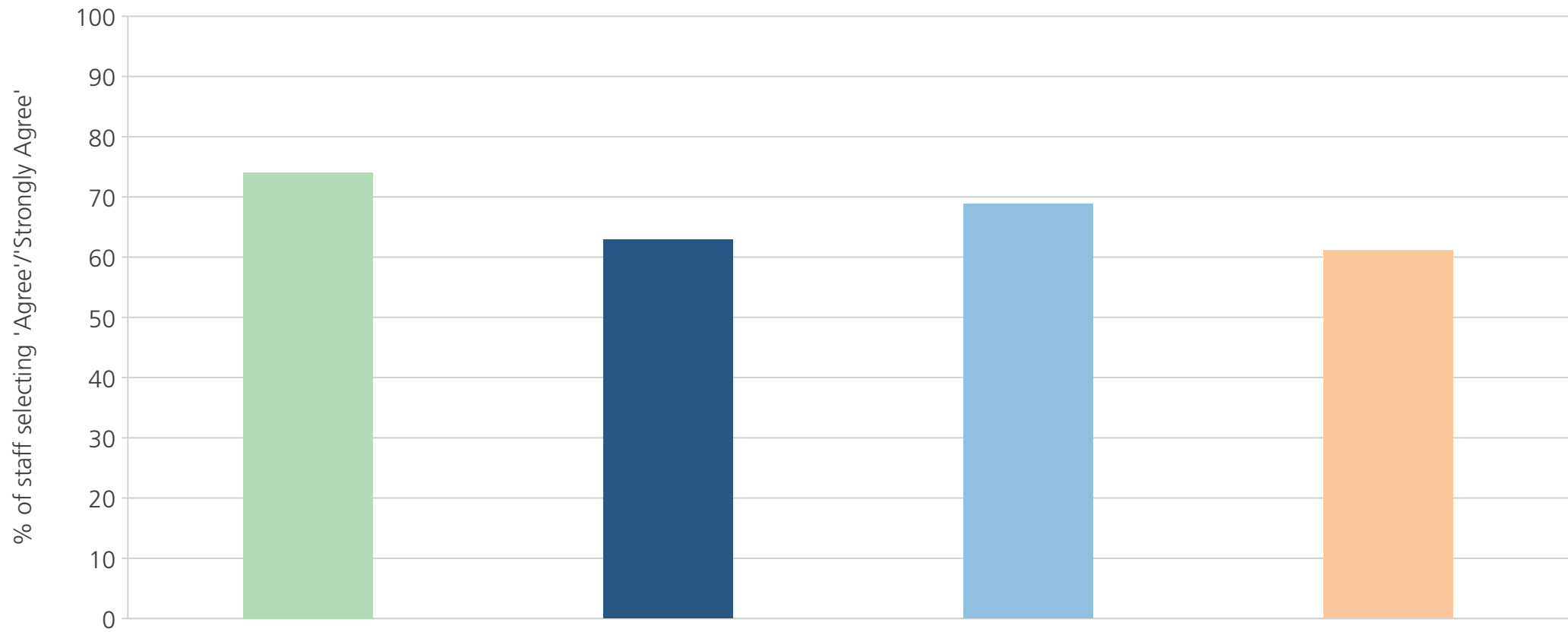
Responses

3,318



Question results – Your managers

East Suffolk and North Essex NHS Foundation Trust
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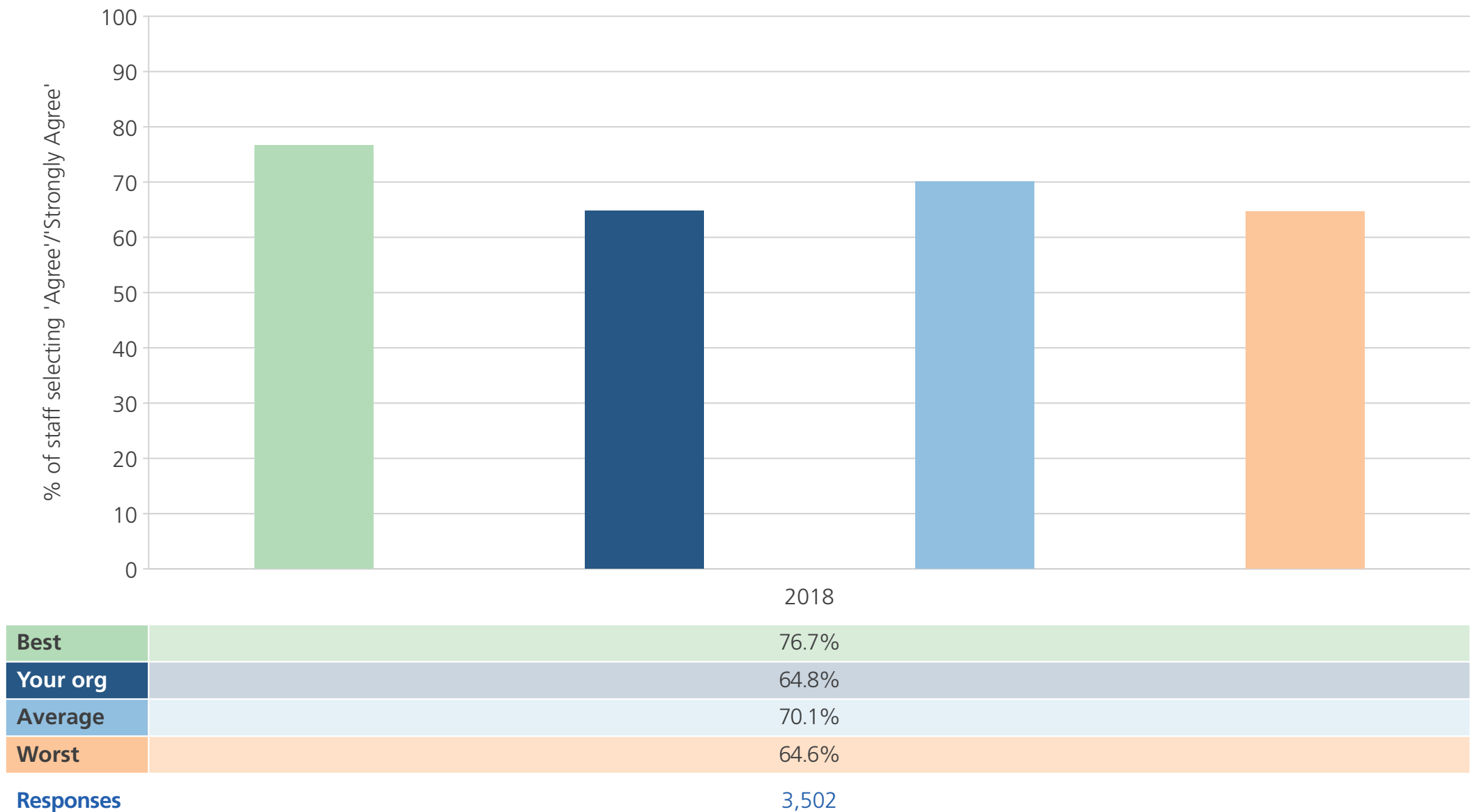


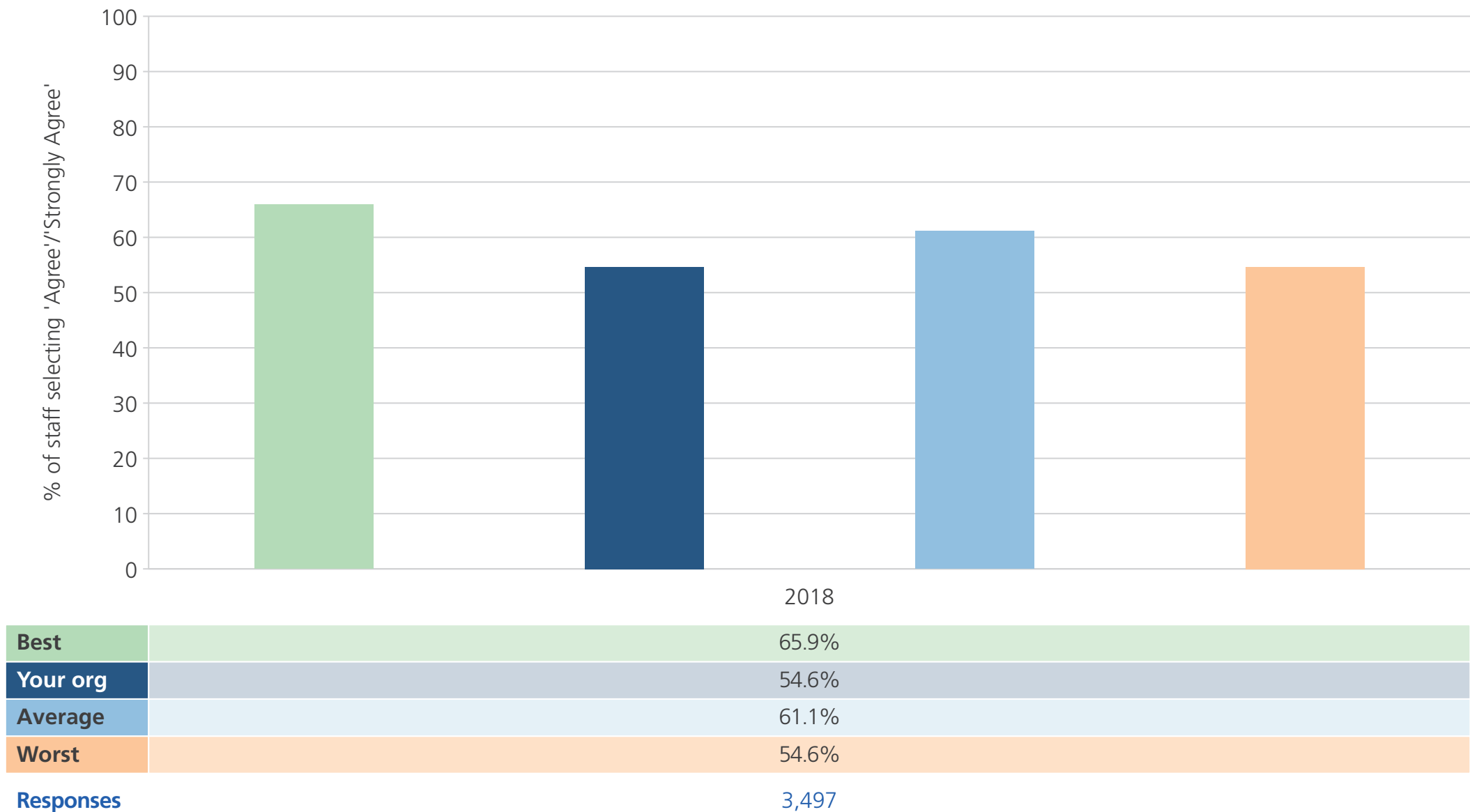
2018

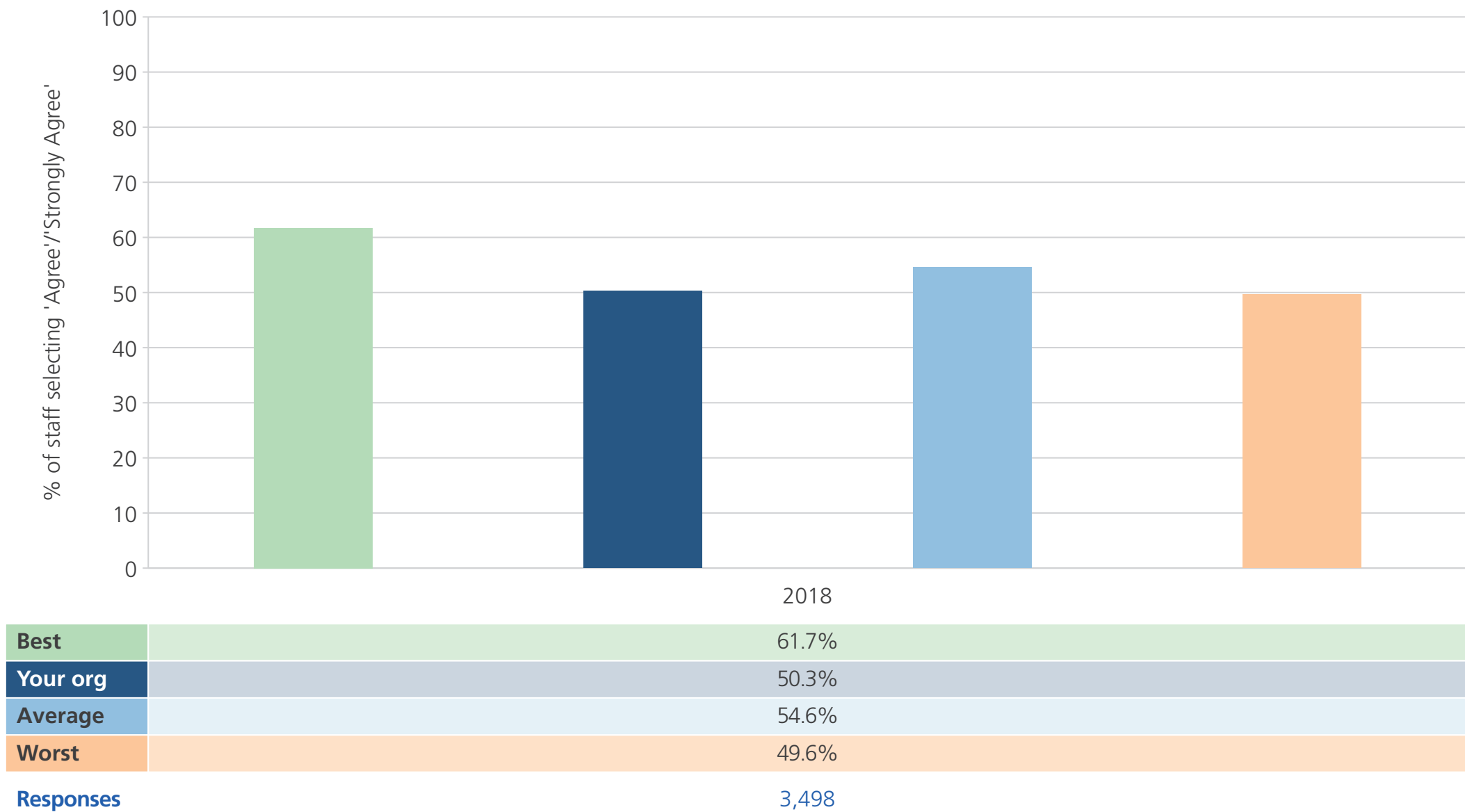
Best	74.1%
Your org	62.9%
Average	68.8%
Worst	61.2%

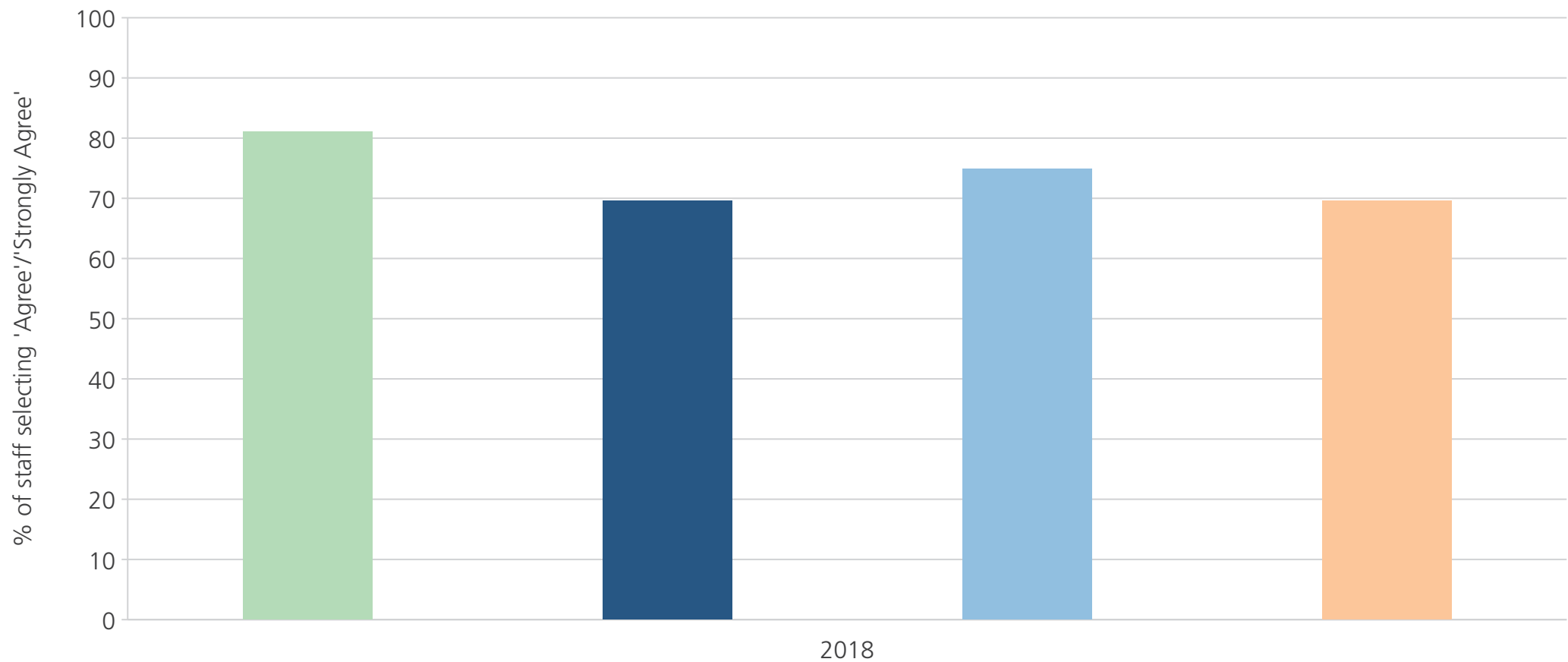
Responses

3,496





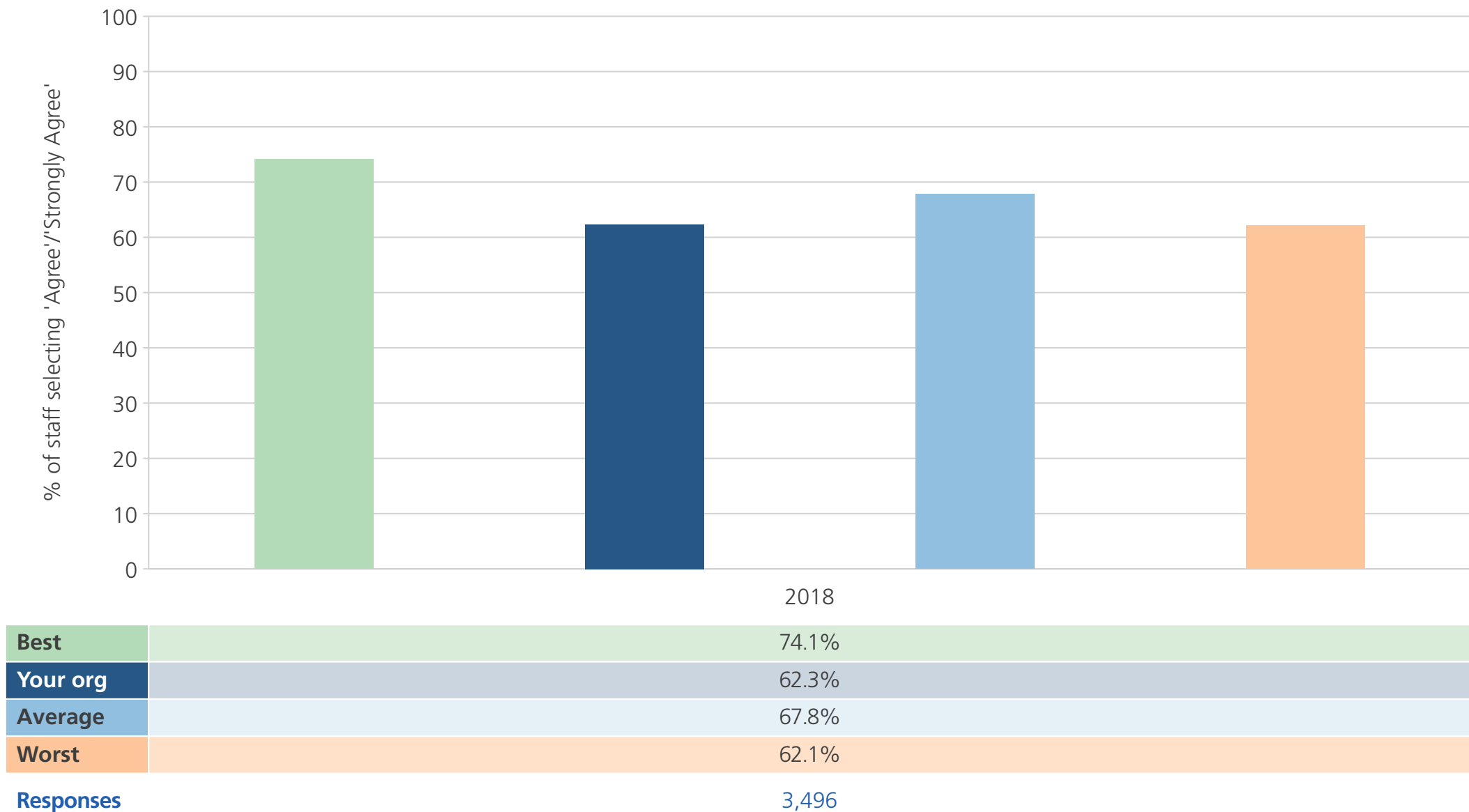


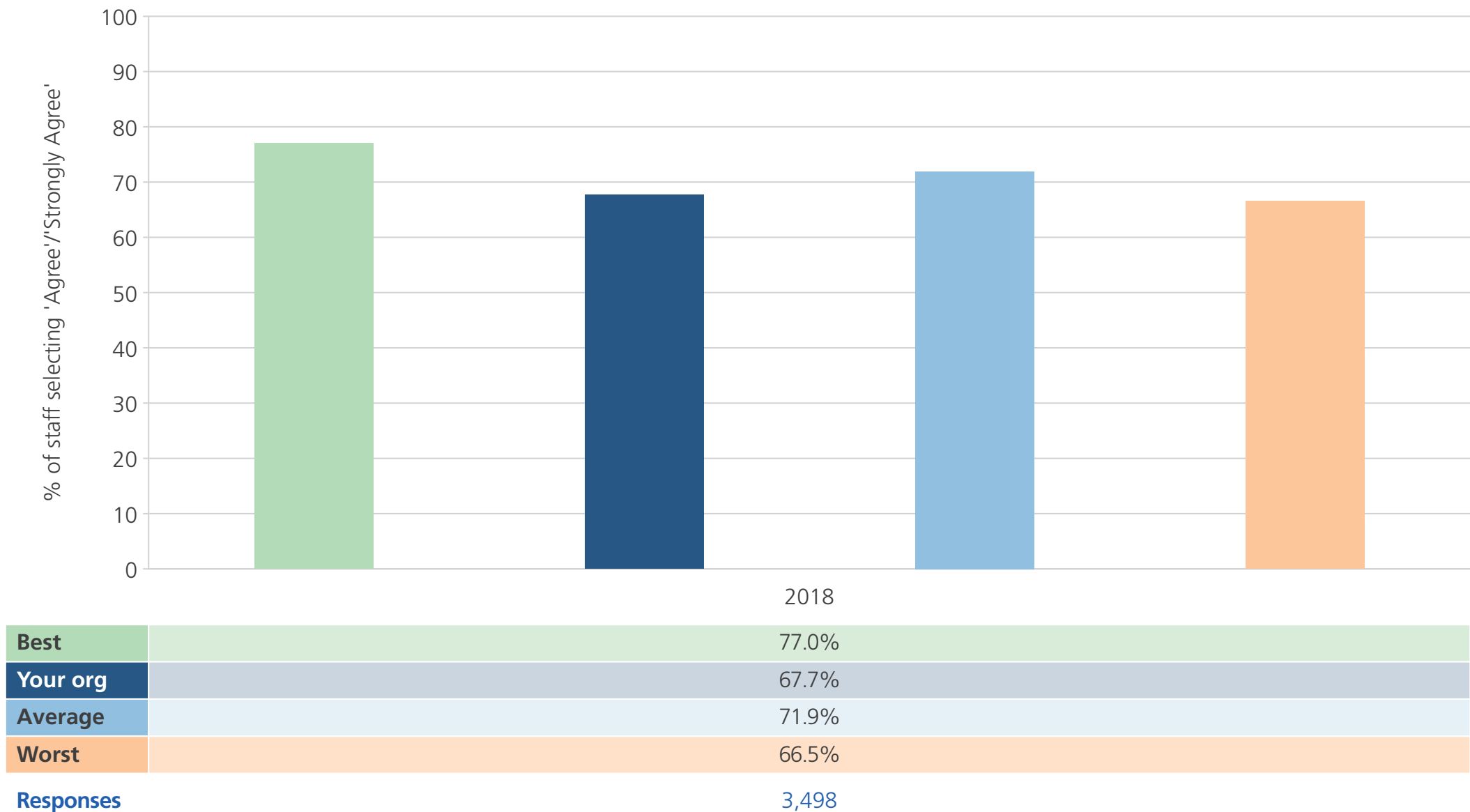


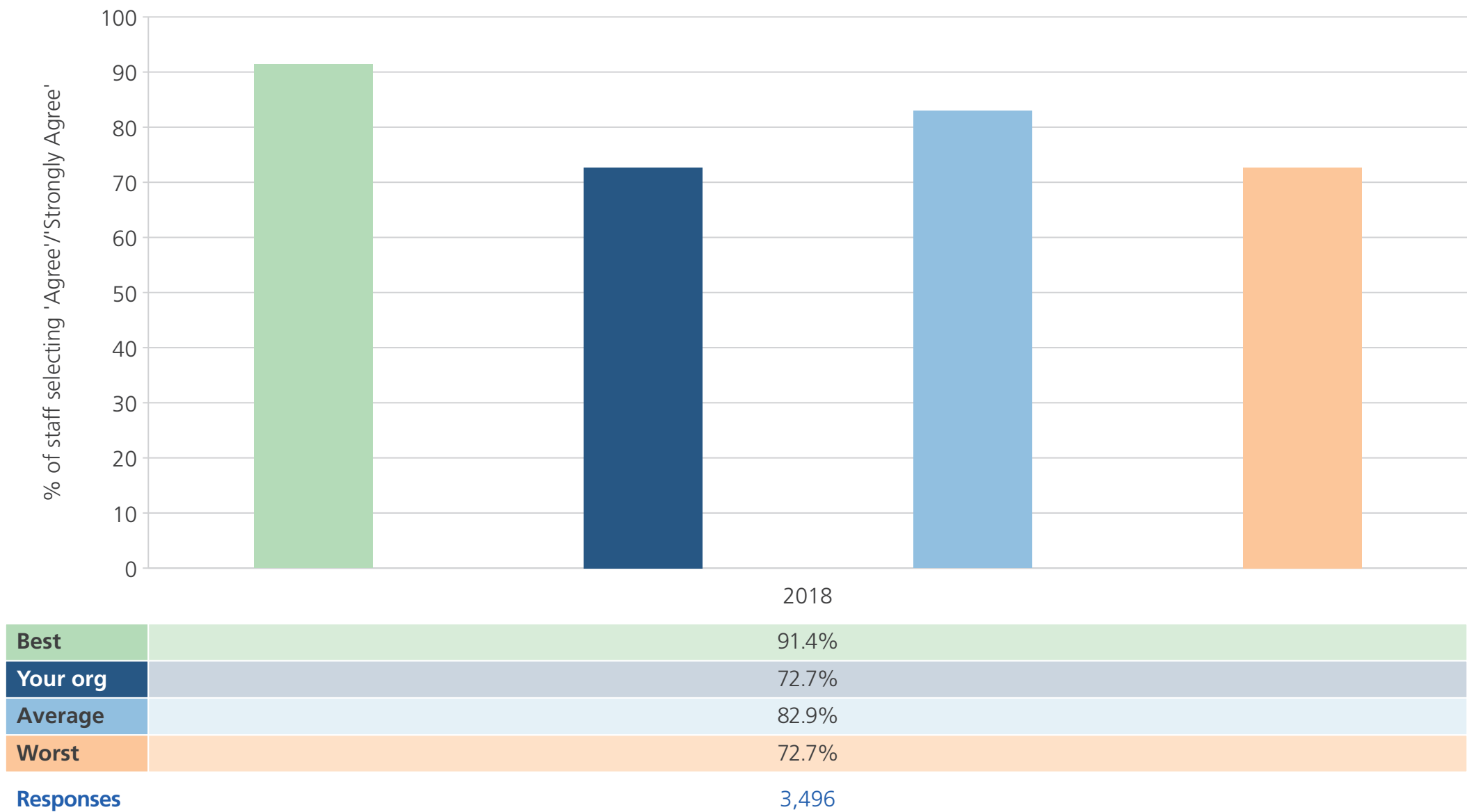
Best	81.1%
Your org	69.5%
Average	74.8%
Worst	69.5%

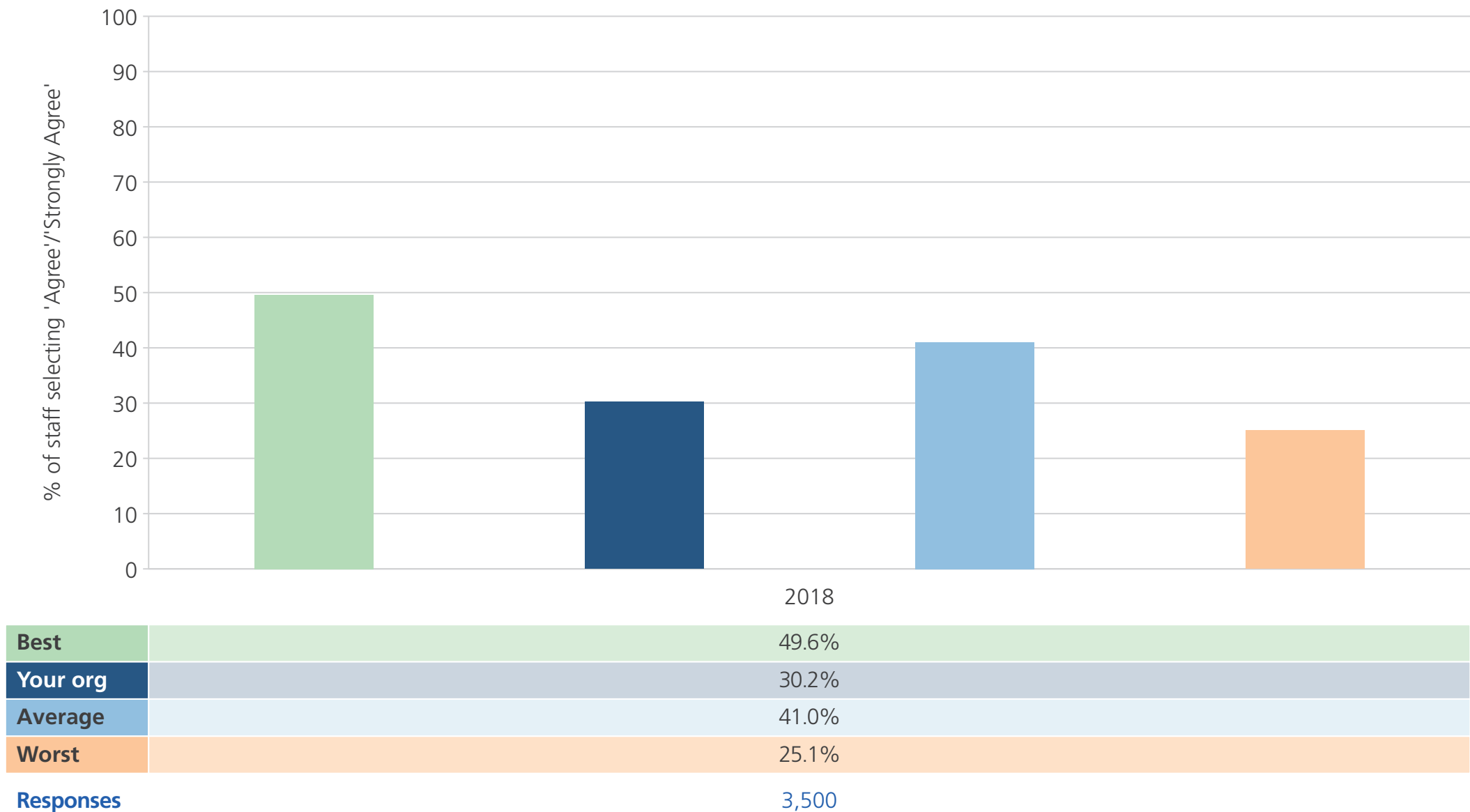
Responses

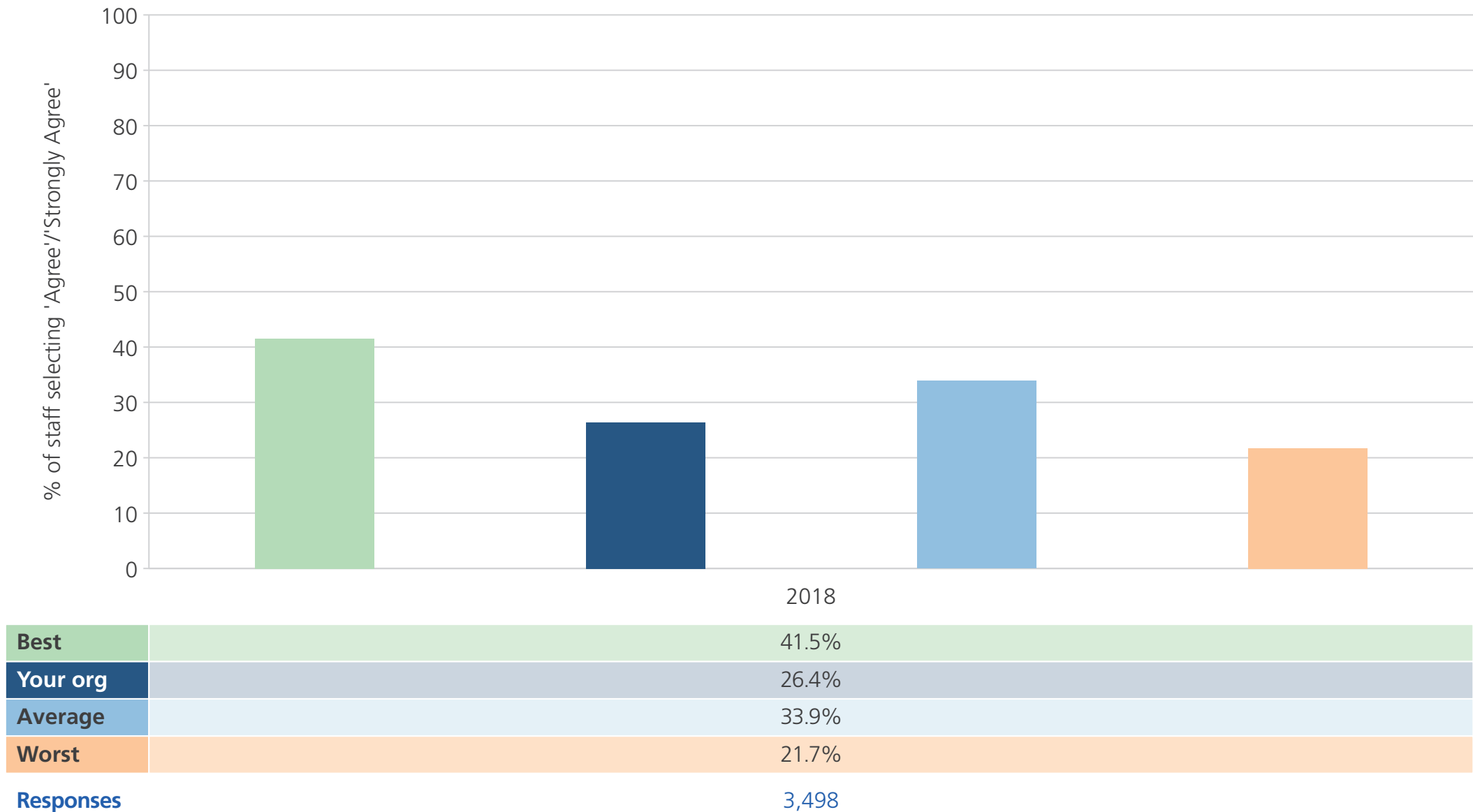
3,494

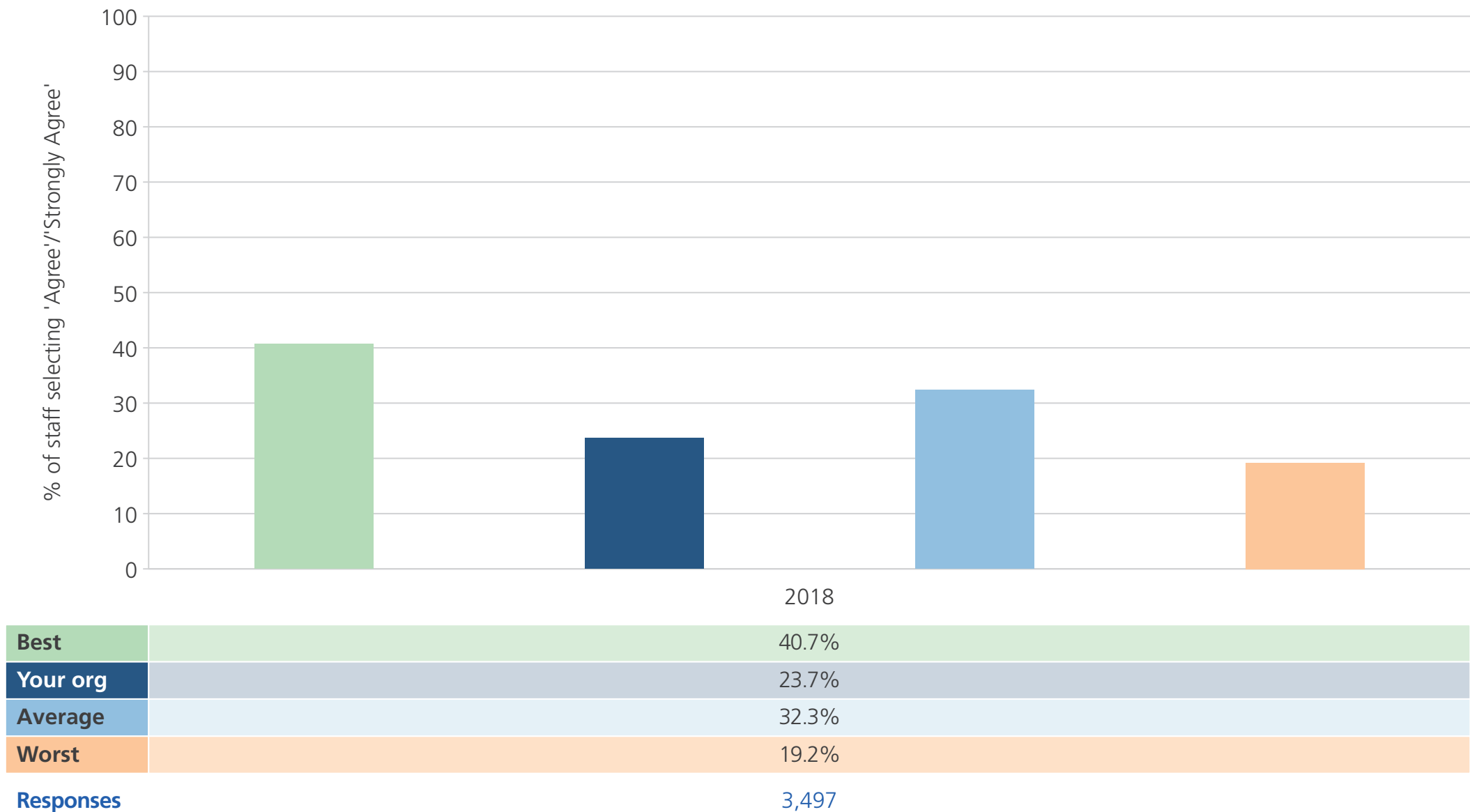






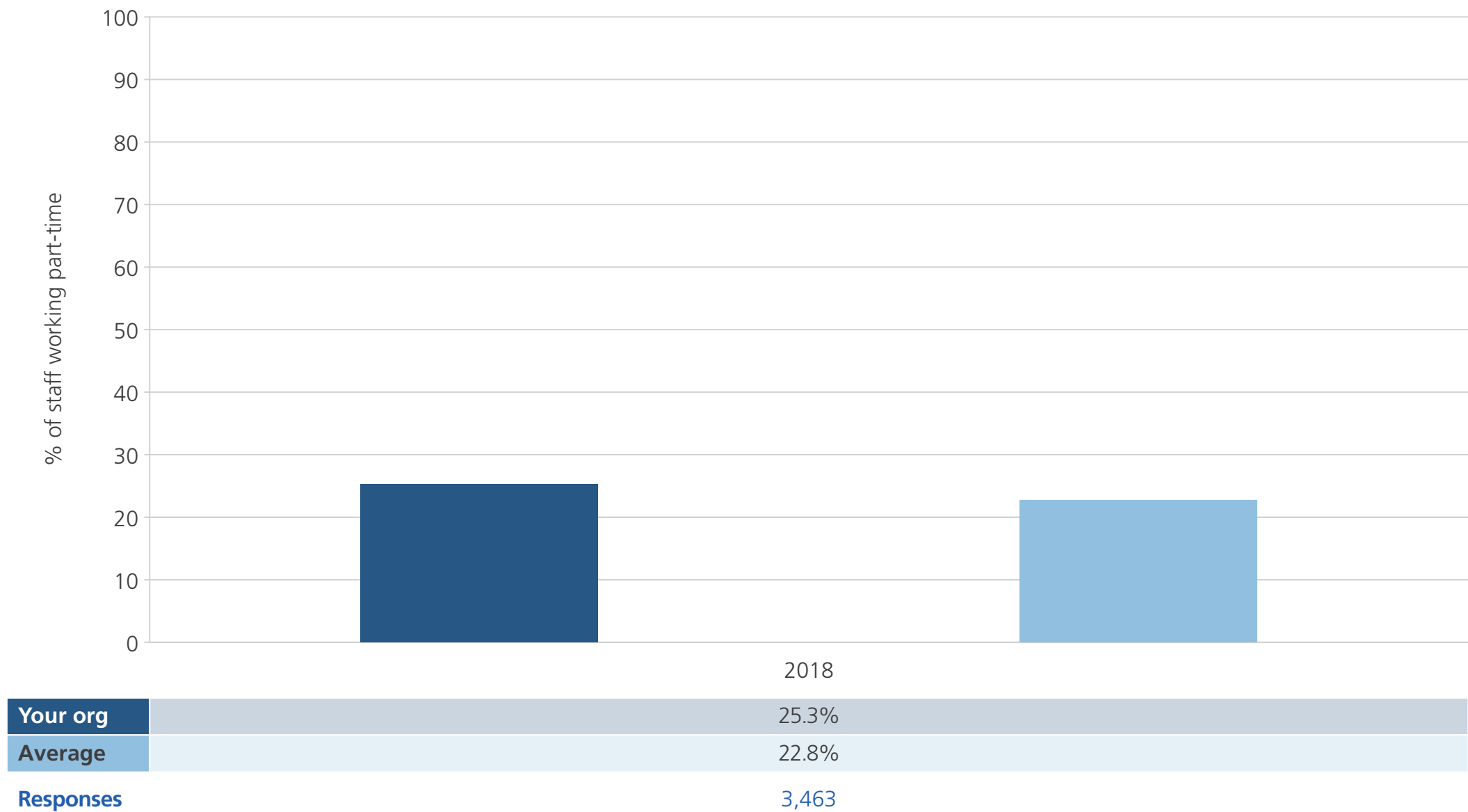


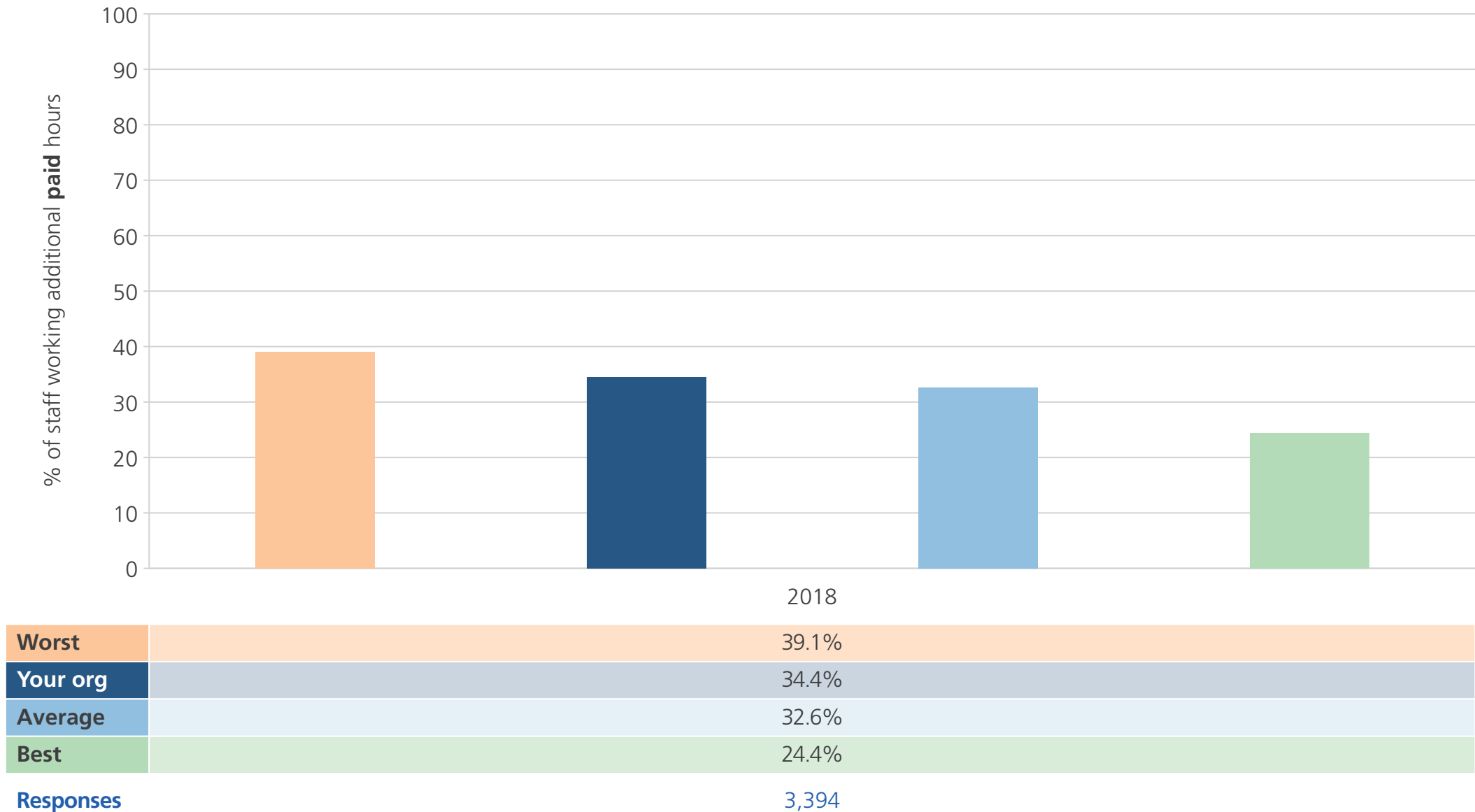


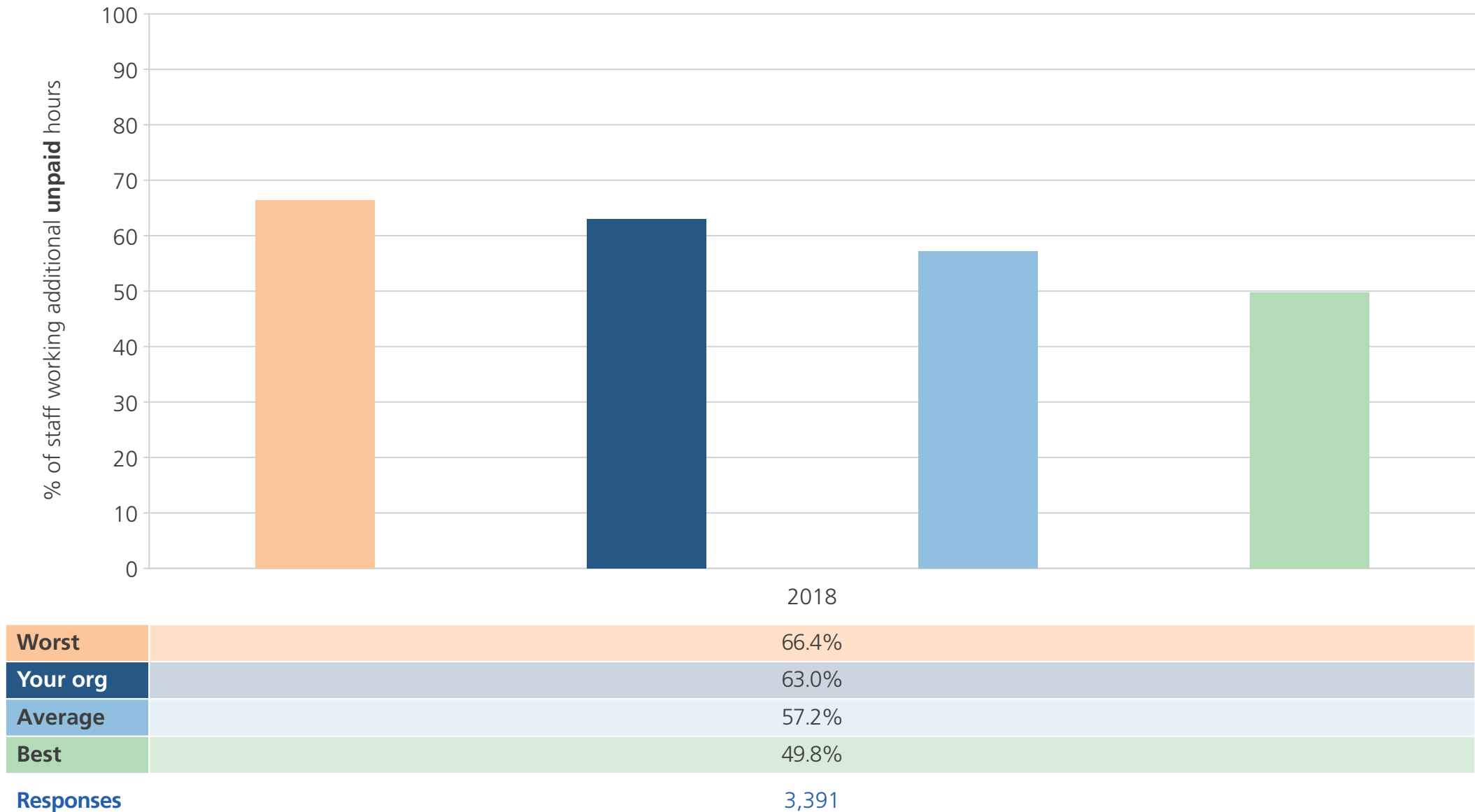


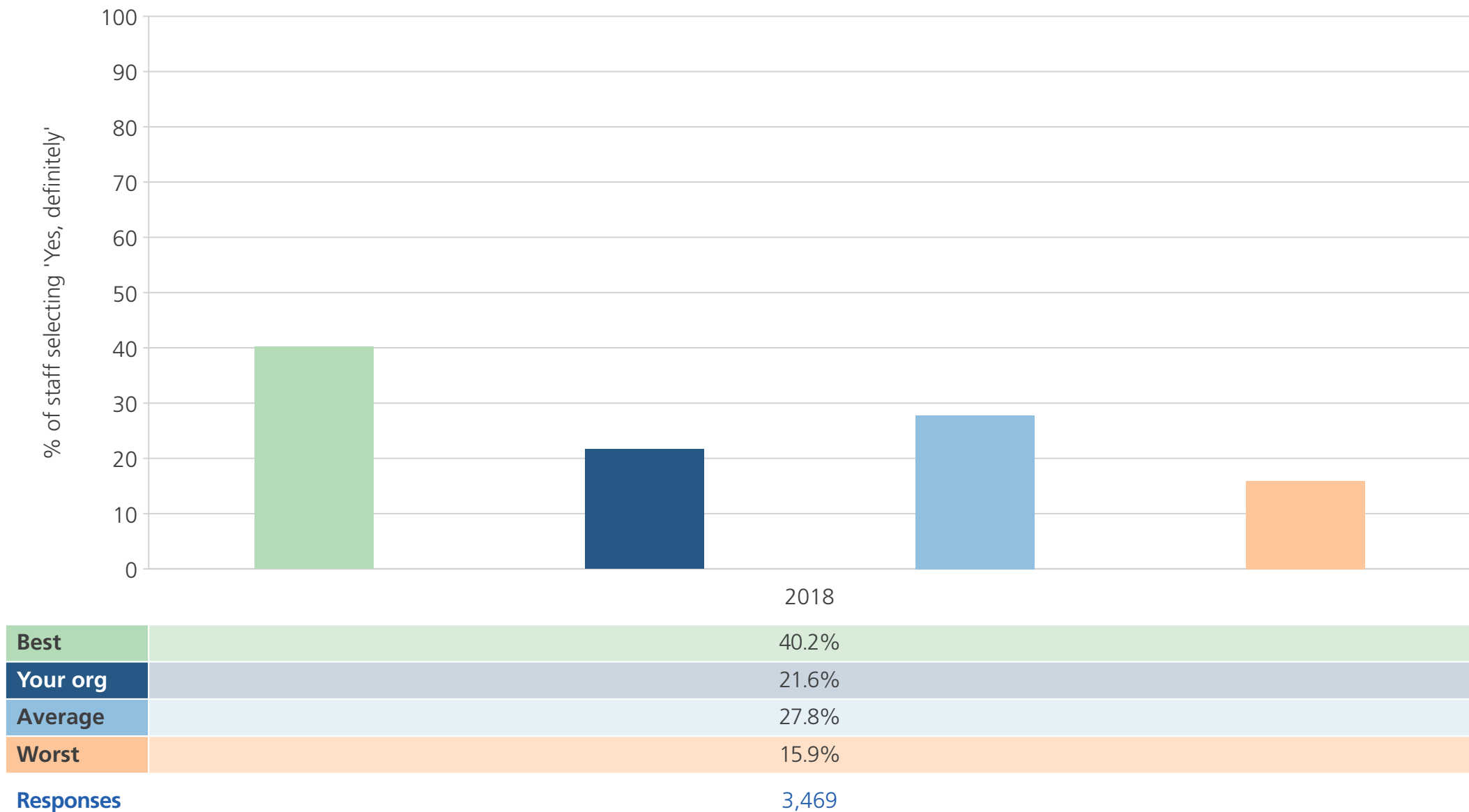
Question results – Your health, well-being and safety at work

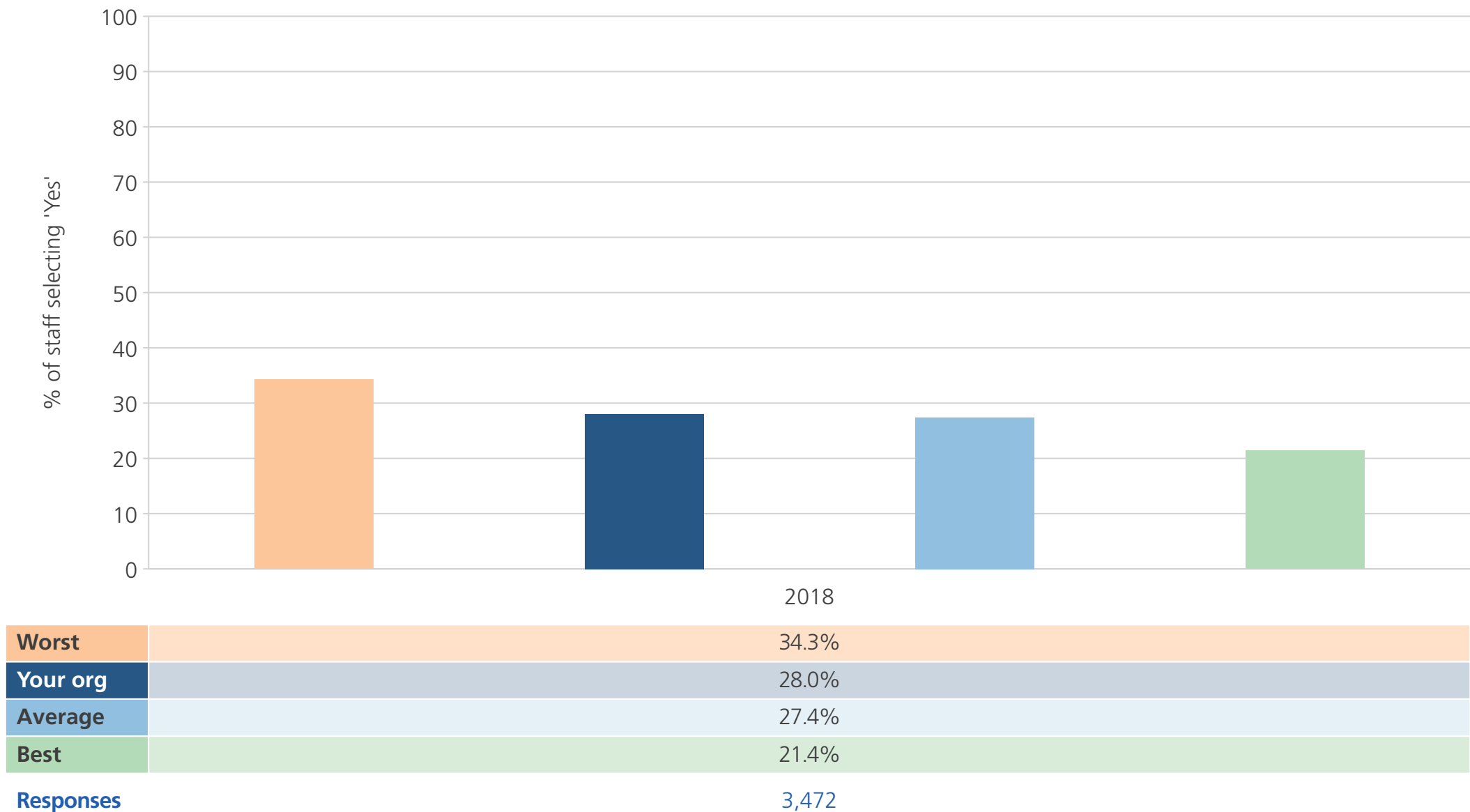
East Suffolk and North Essex NHS Foundation Trust
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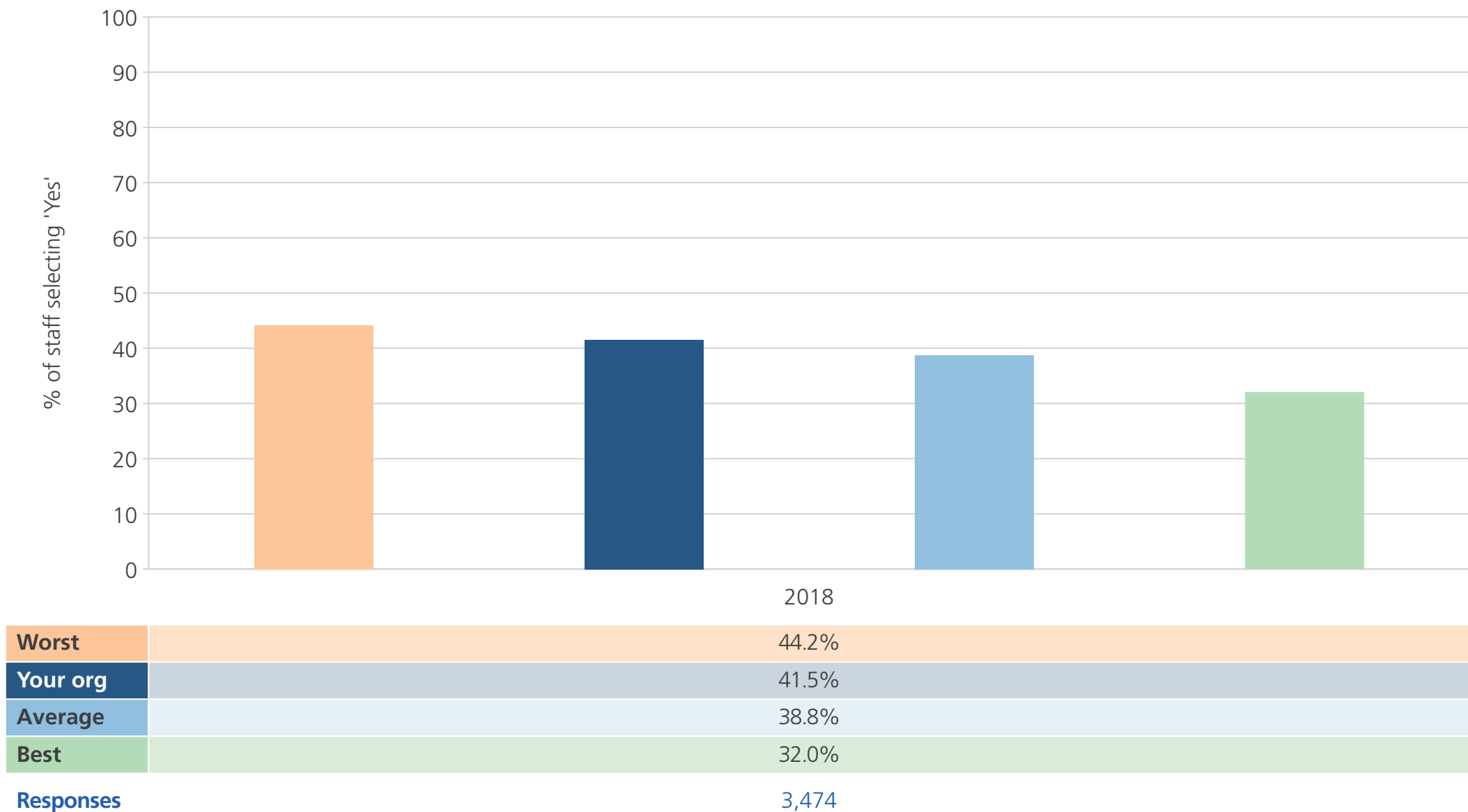


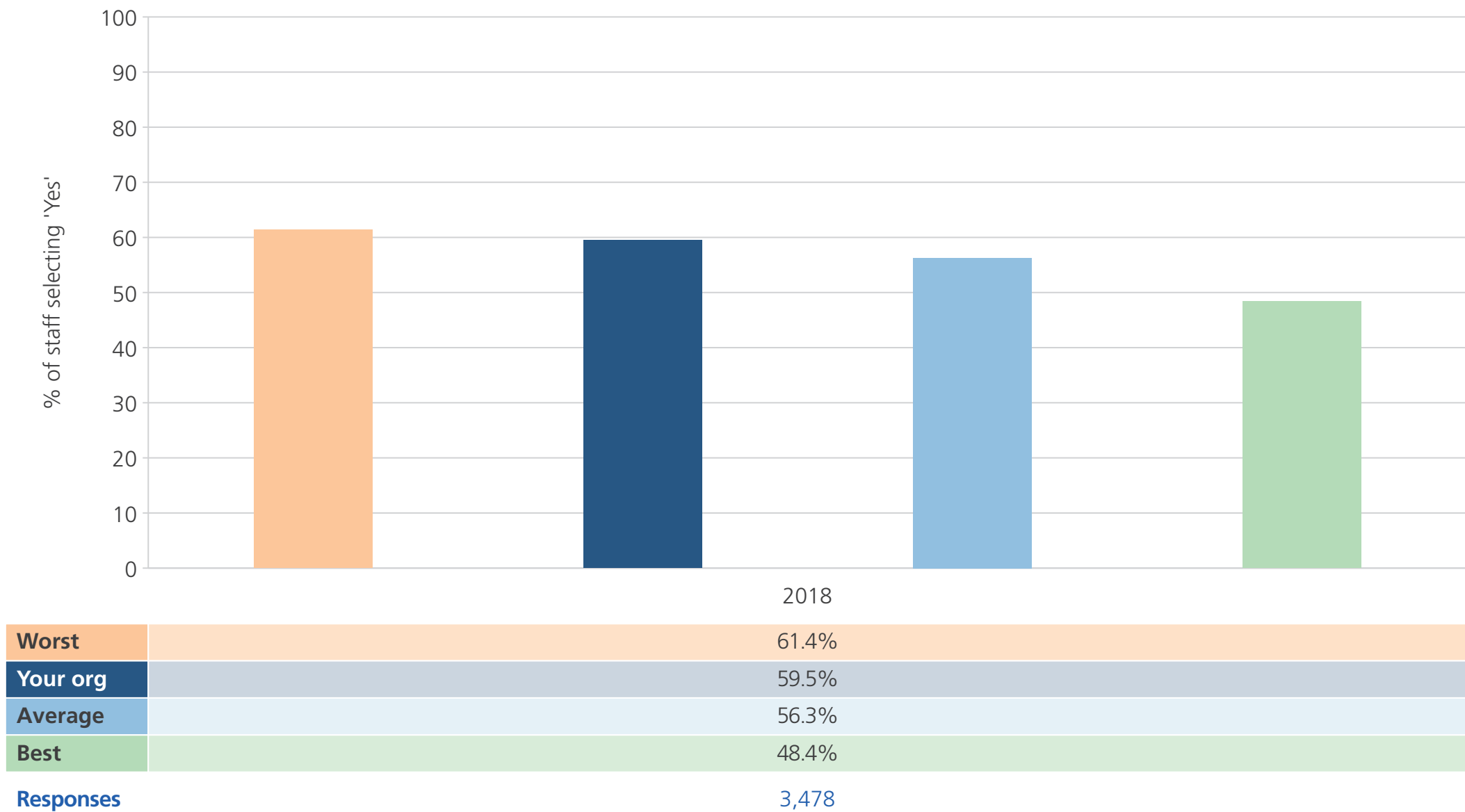




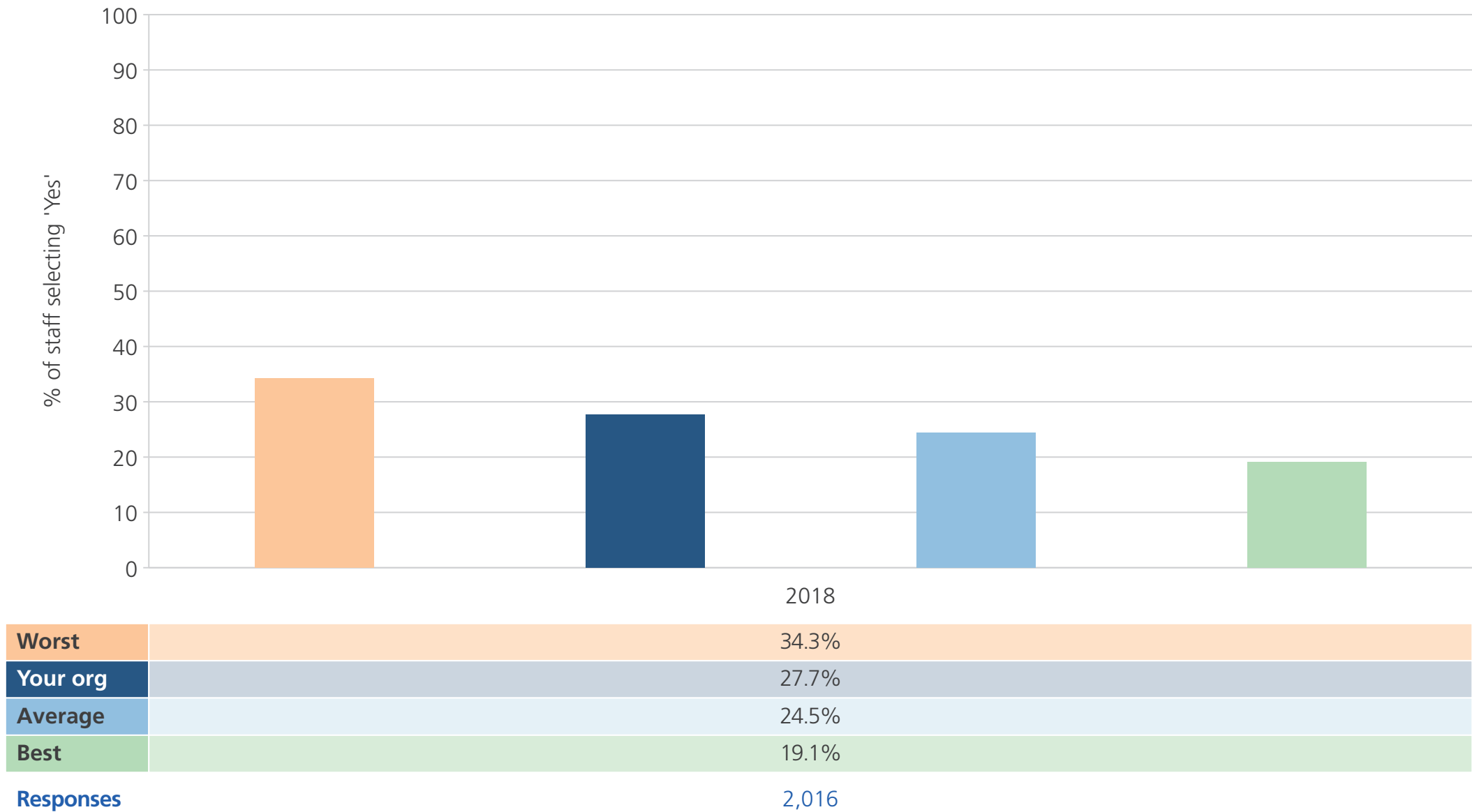




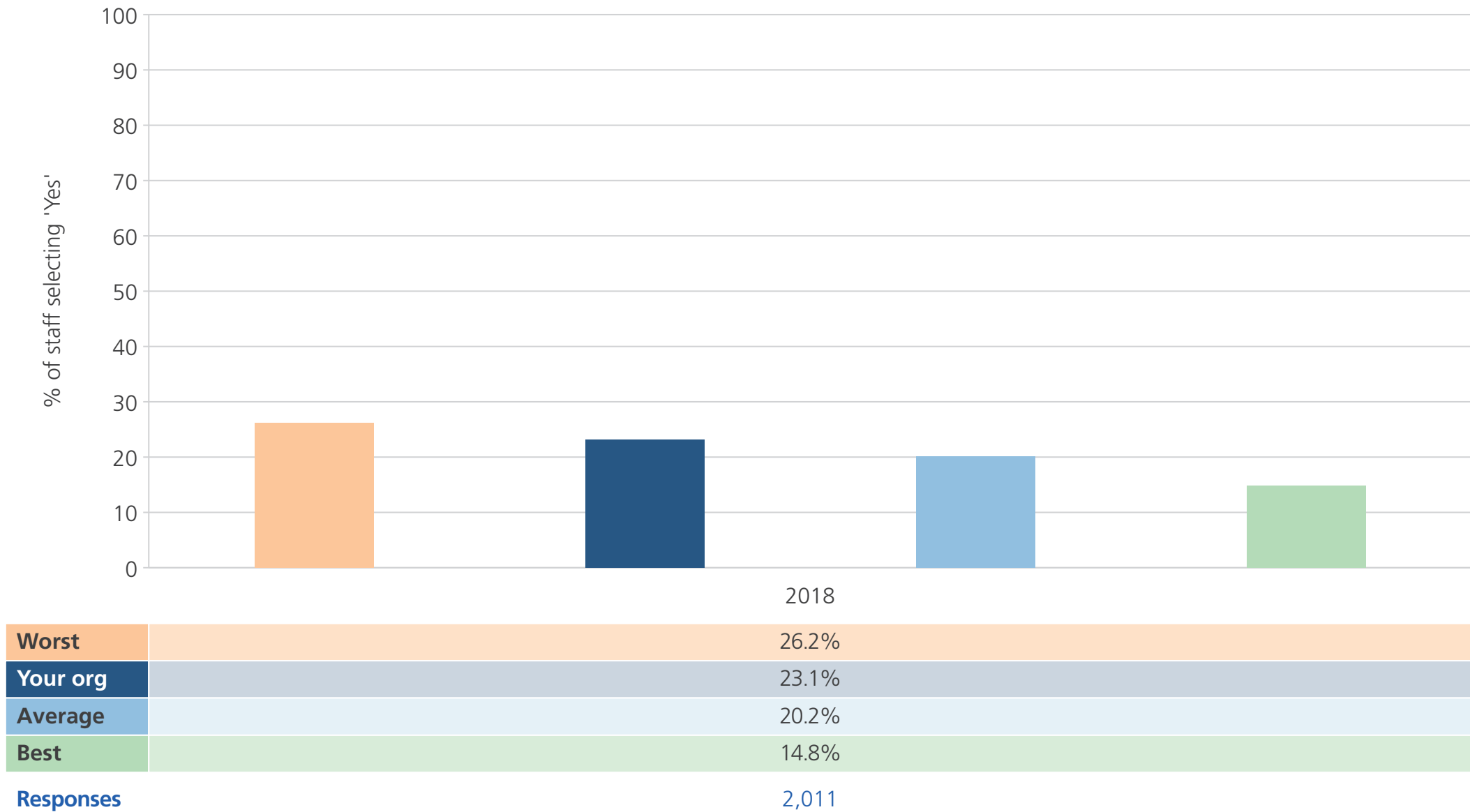




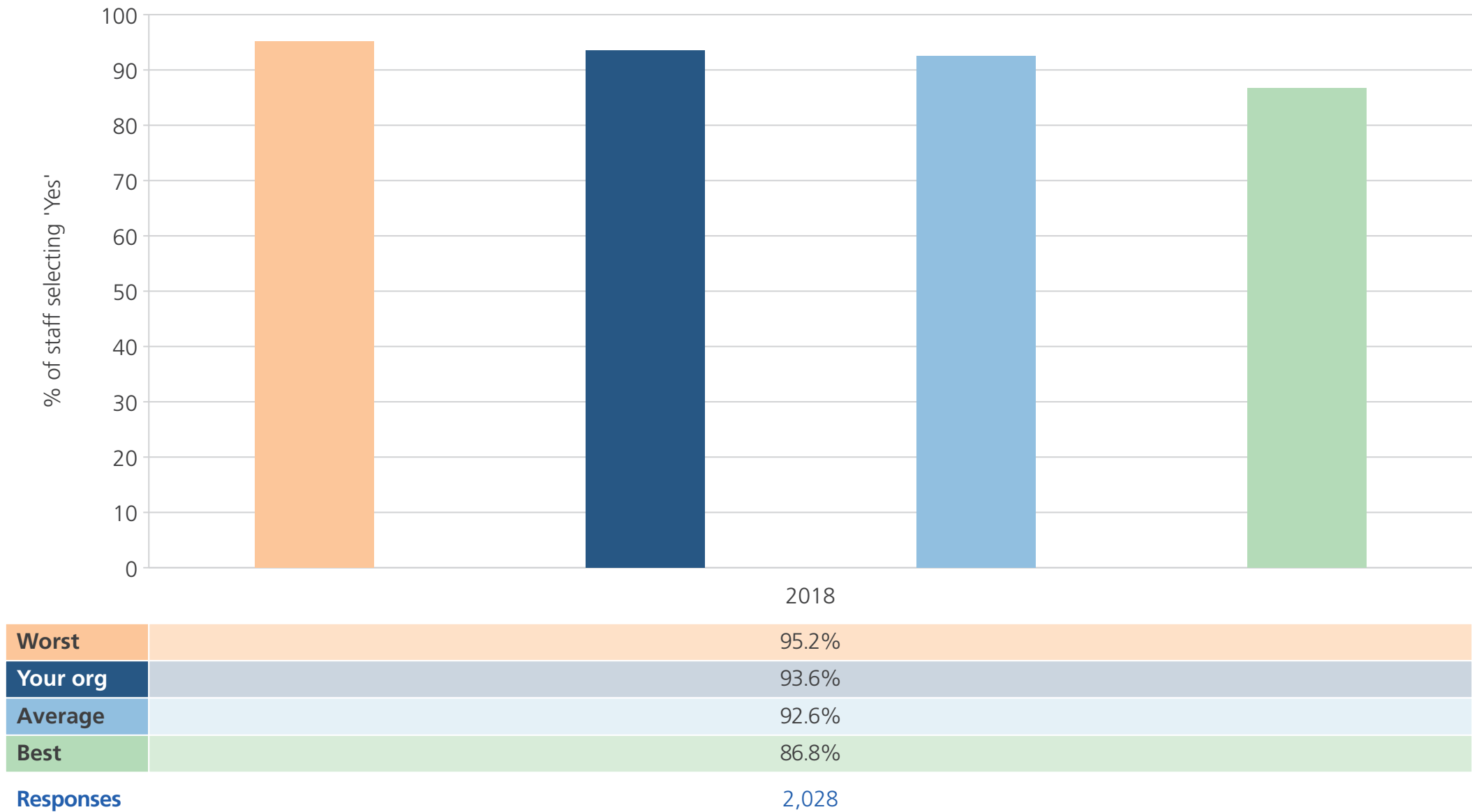
Note: This question was only answered by staff who selected 'Yes' on q11d.

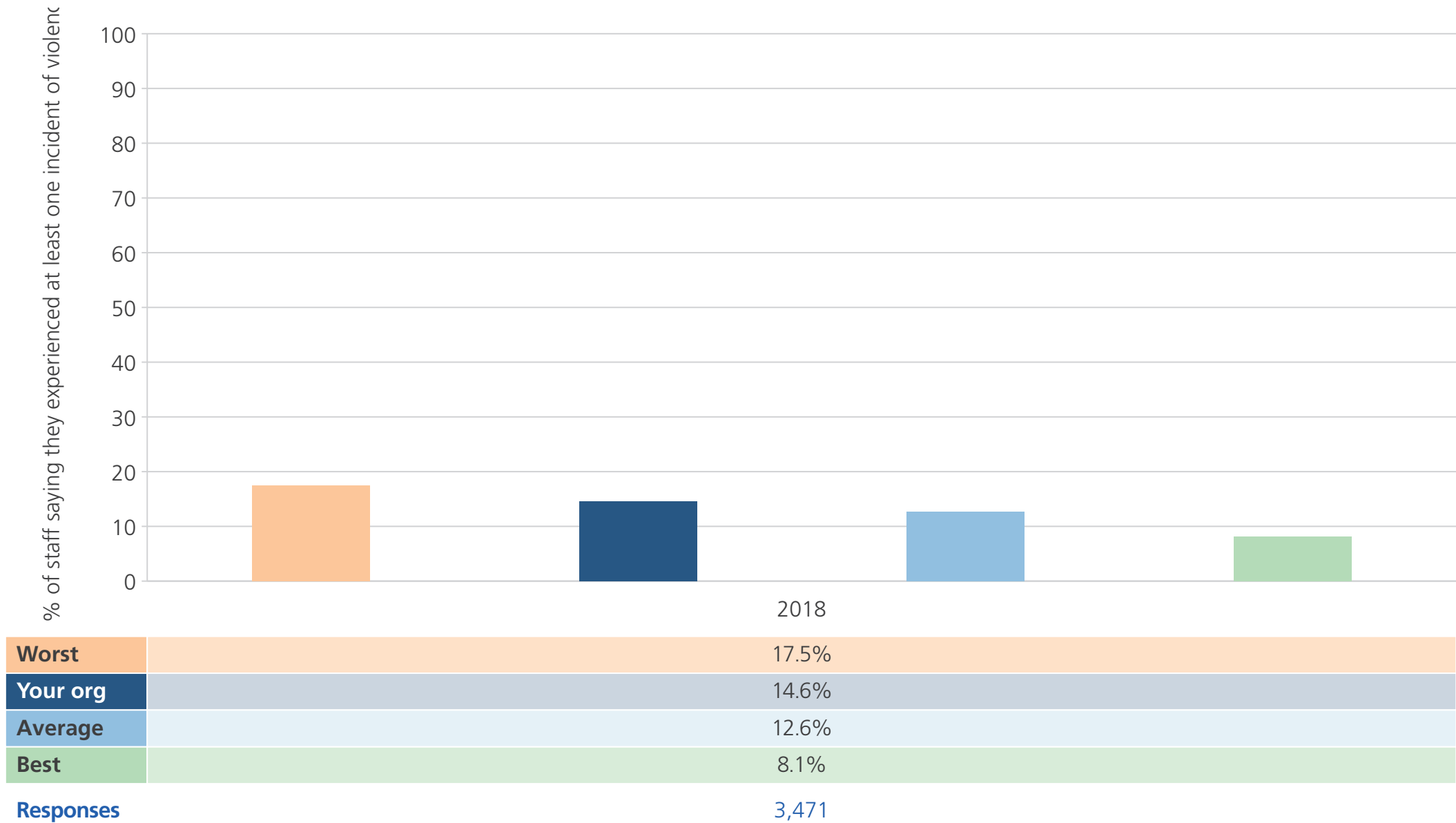


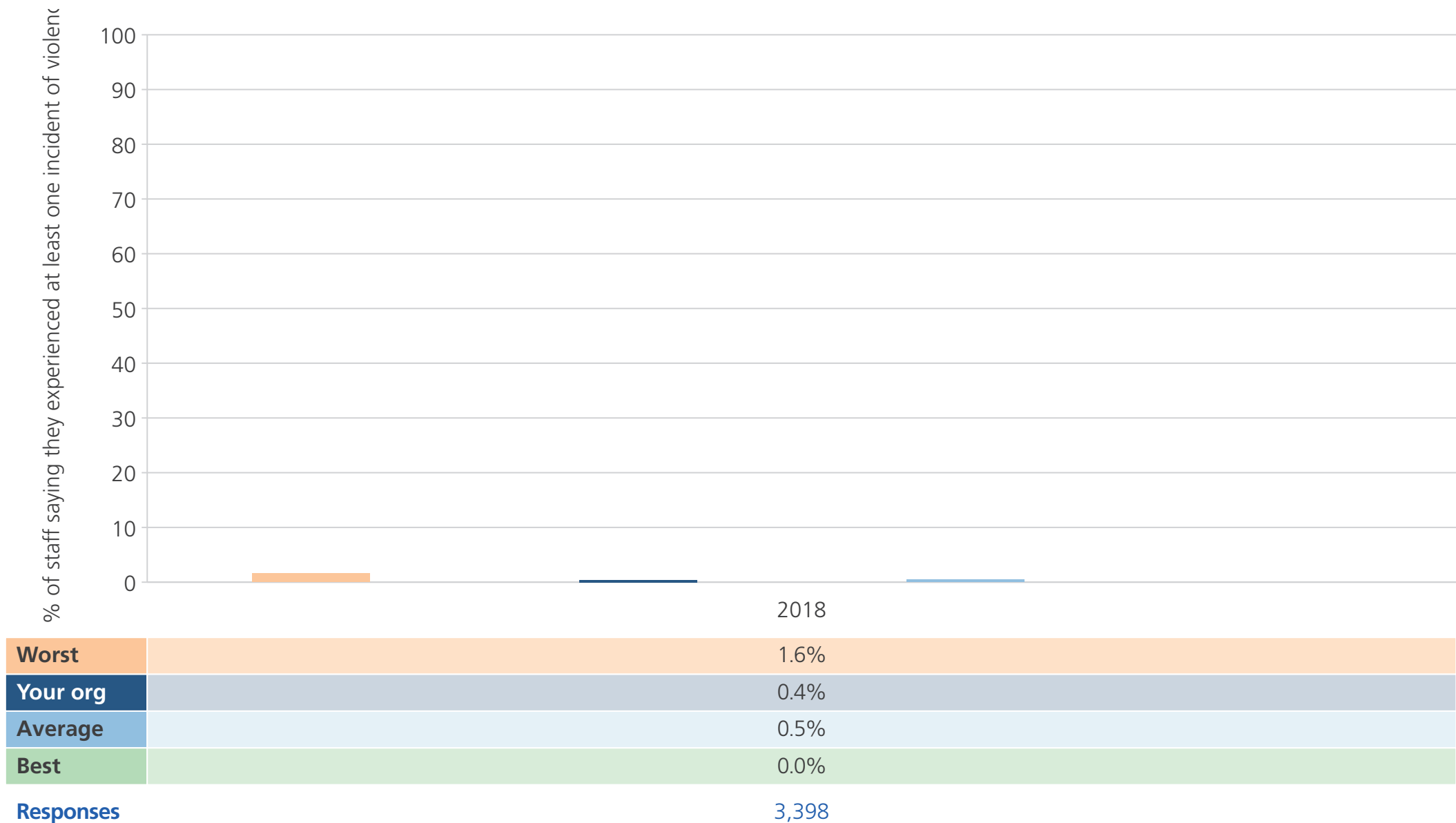
Note: This question was only answered by staff who selected 'Yes' on q11d.

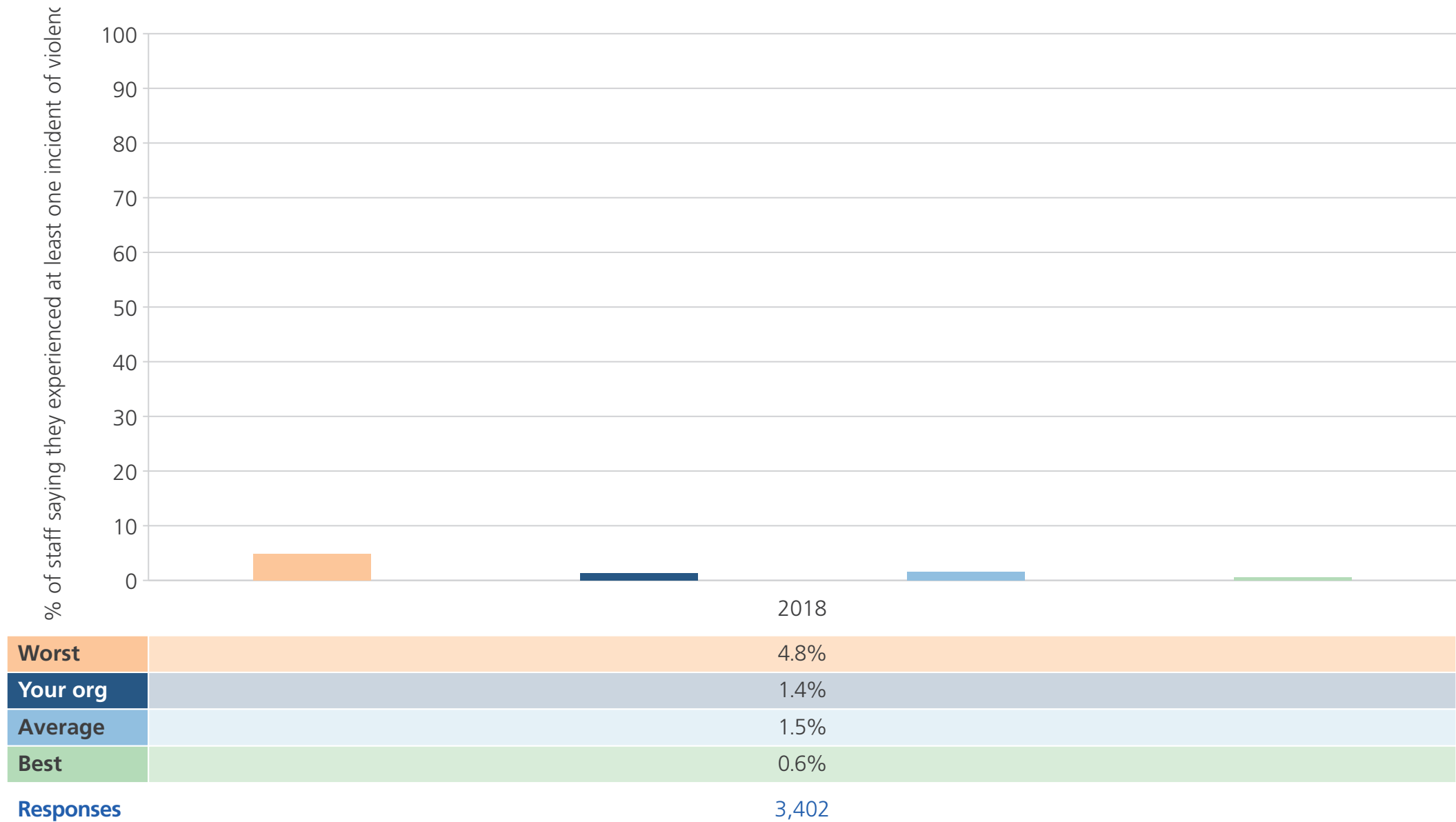


Note: This question was only answered by staff who selected 'Yes' on q11d.

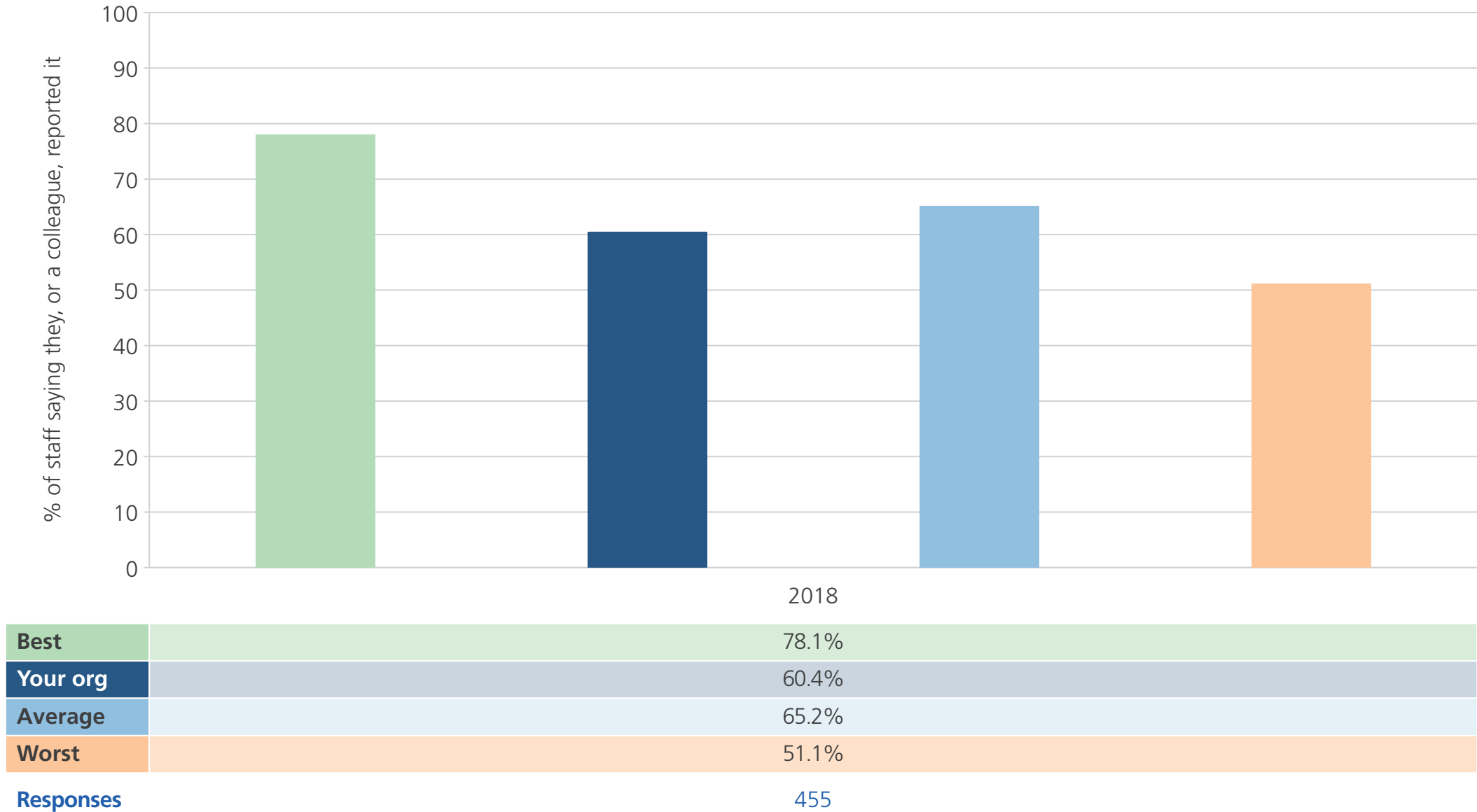


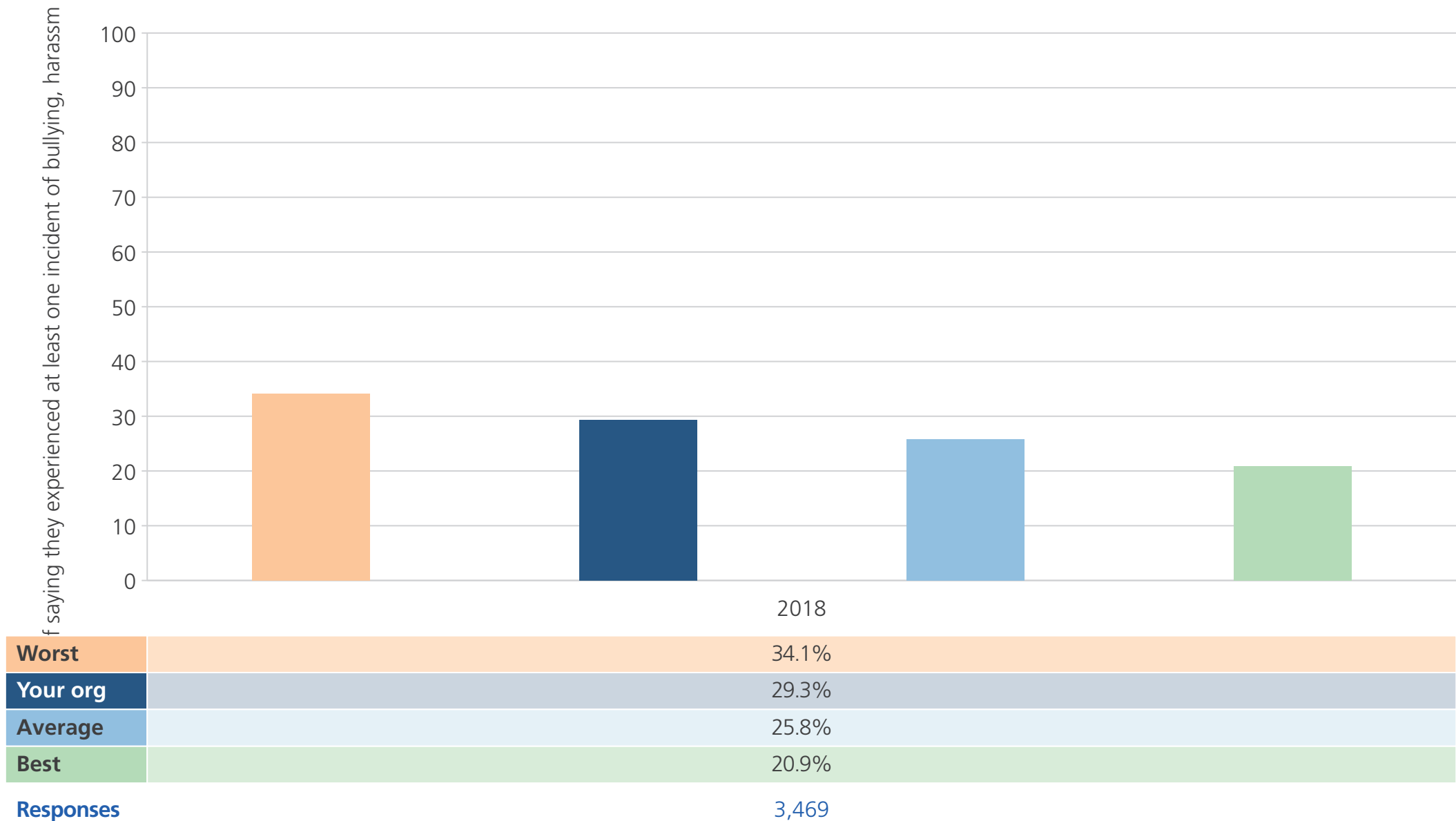


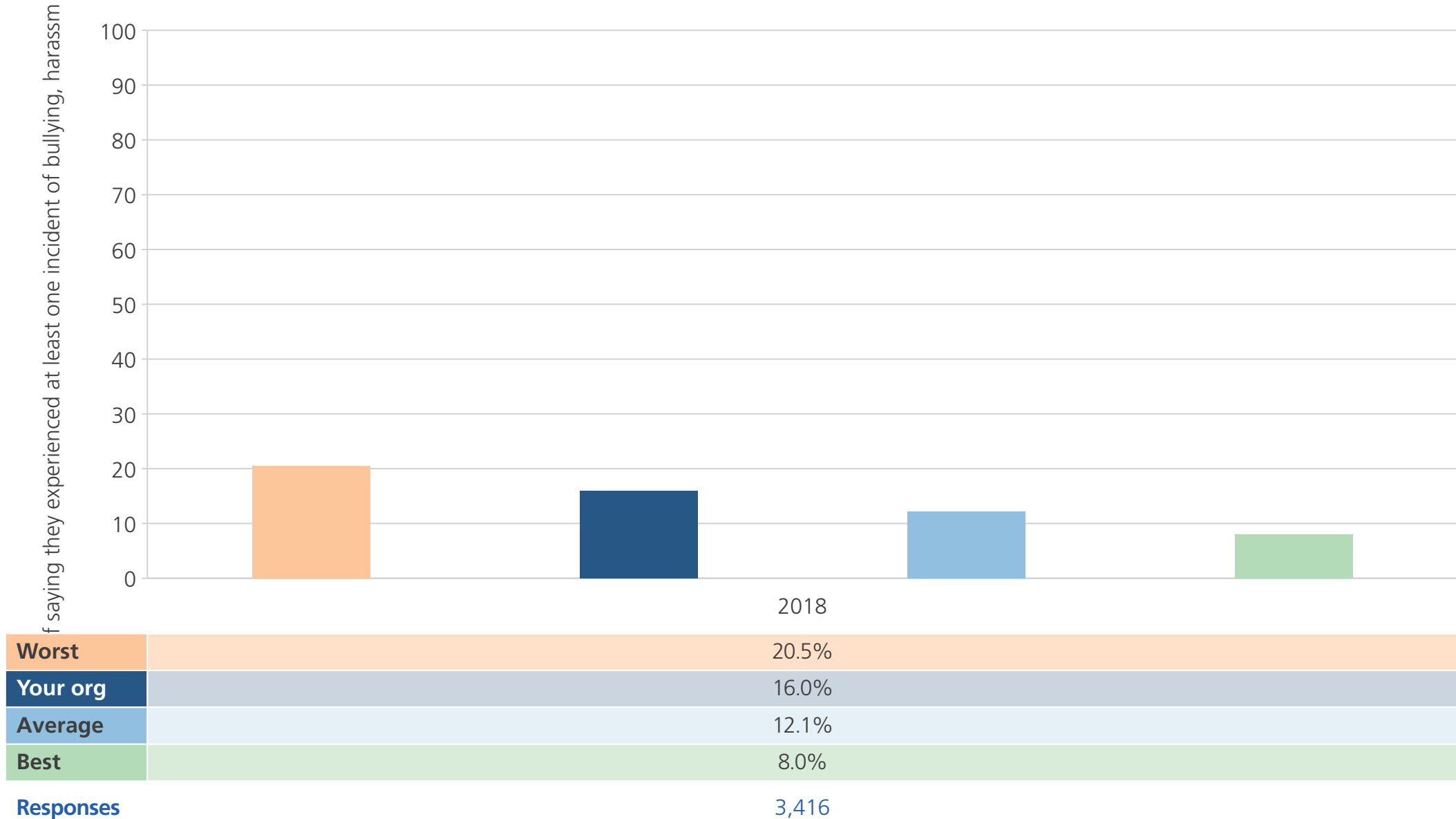


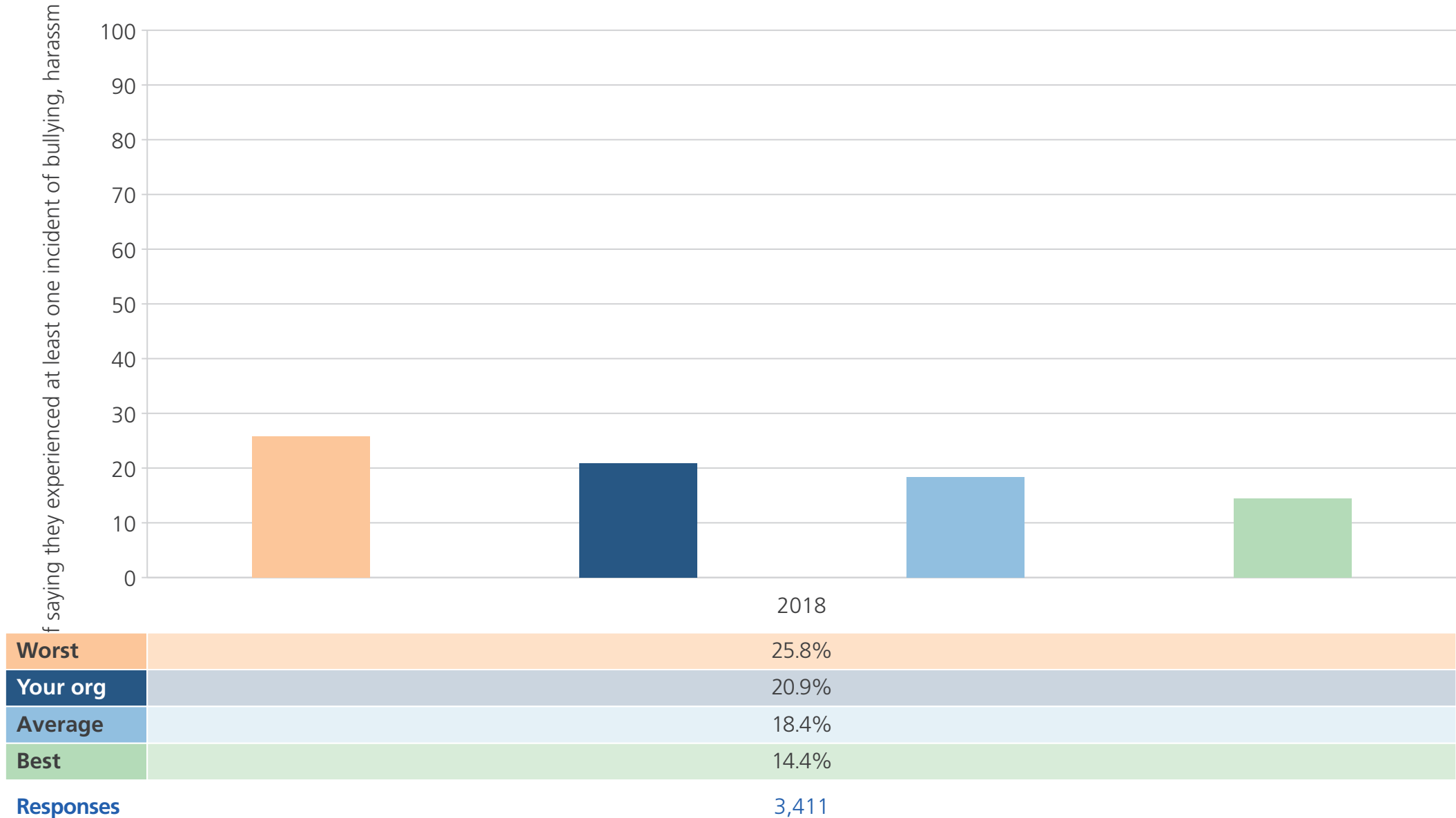


Note: This question was only answered by staff who reported experiencing at least one incident of violence in the last 12 months.

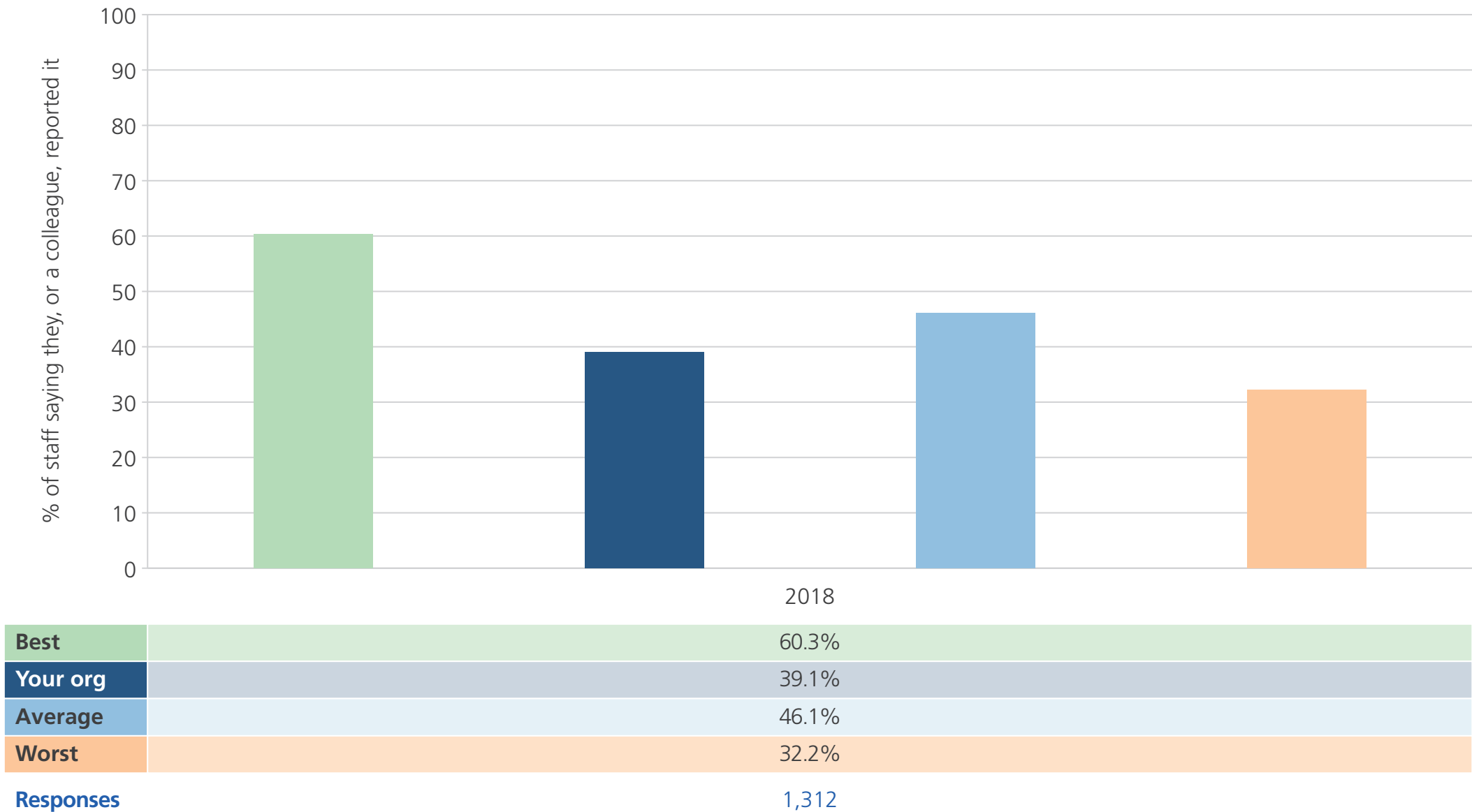


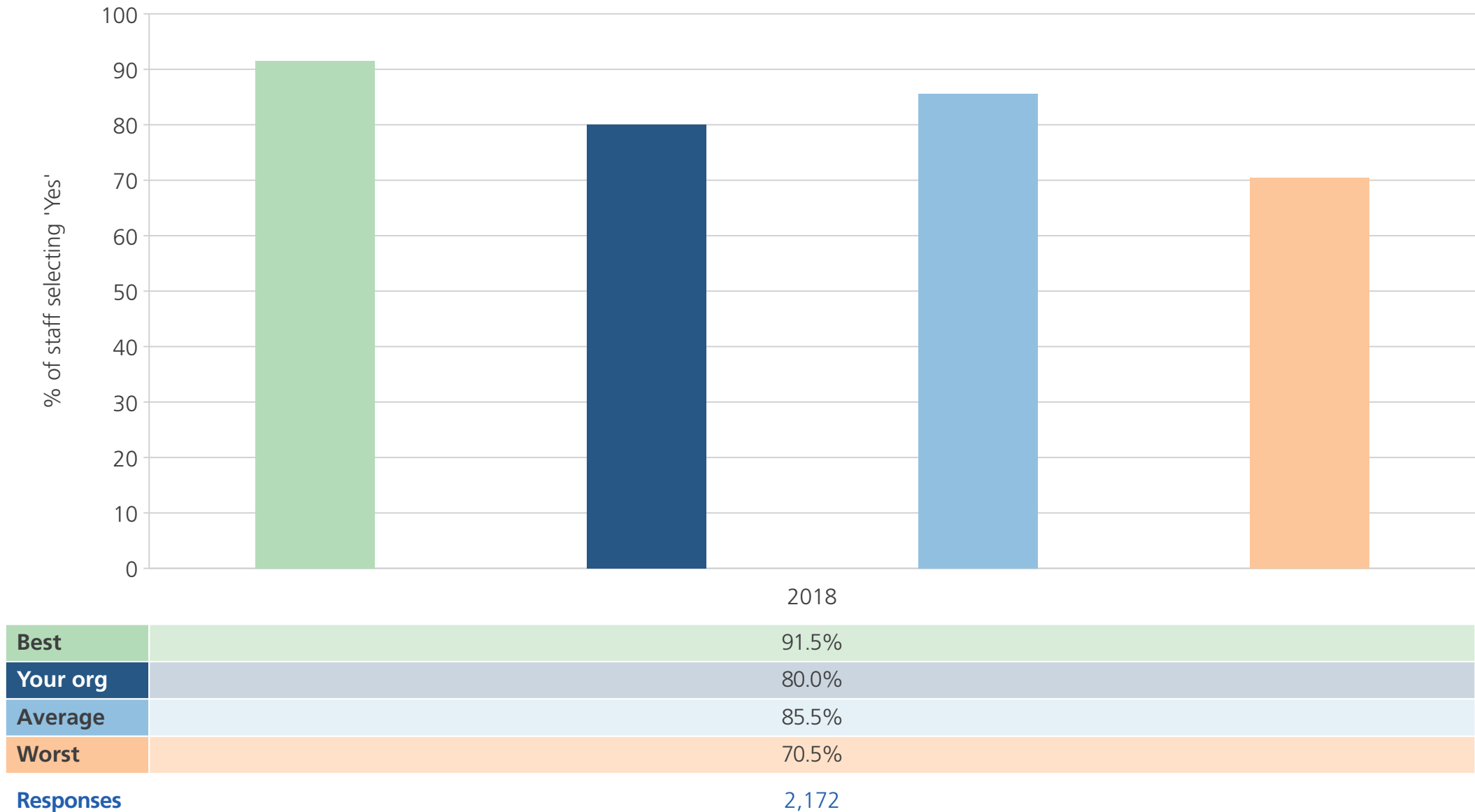


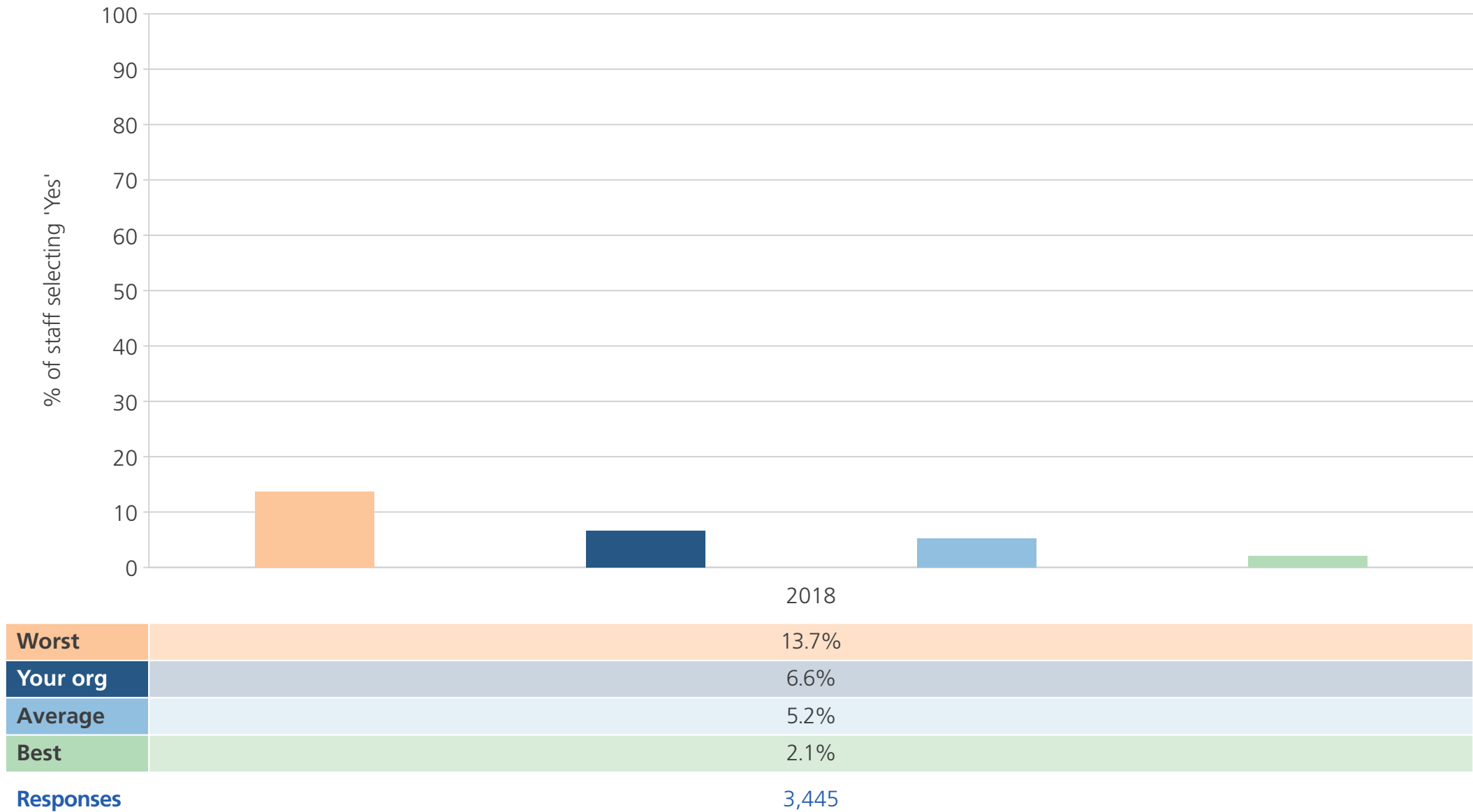


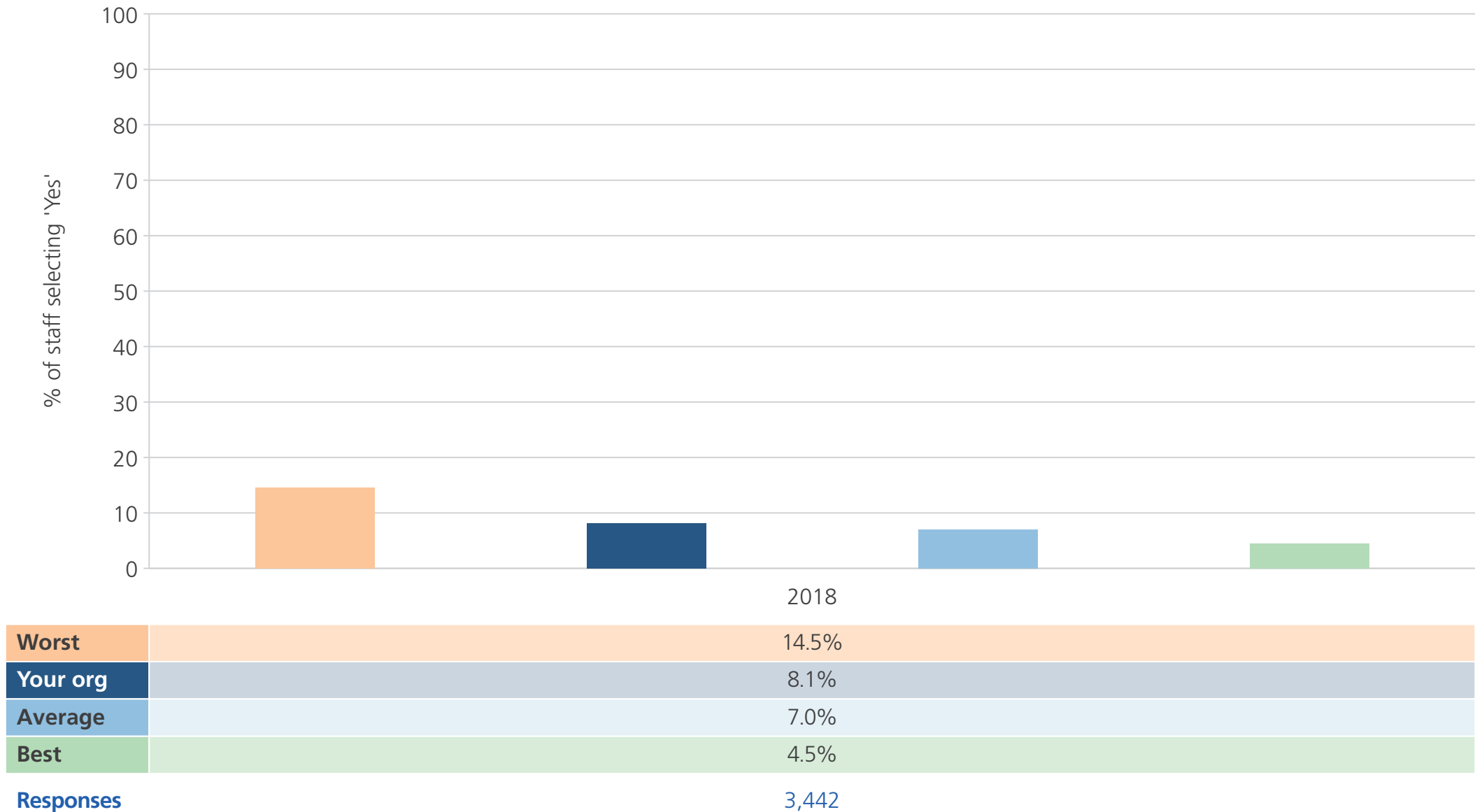


Note: This question was only answered by staff who reported experiencing at least one incident of harassment, bullying or abuse in the last 12 months.

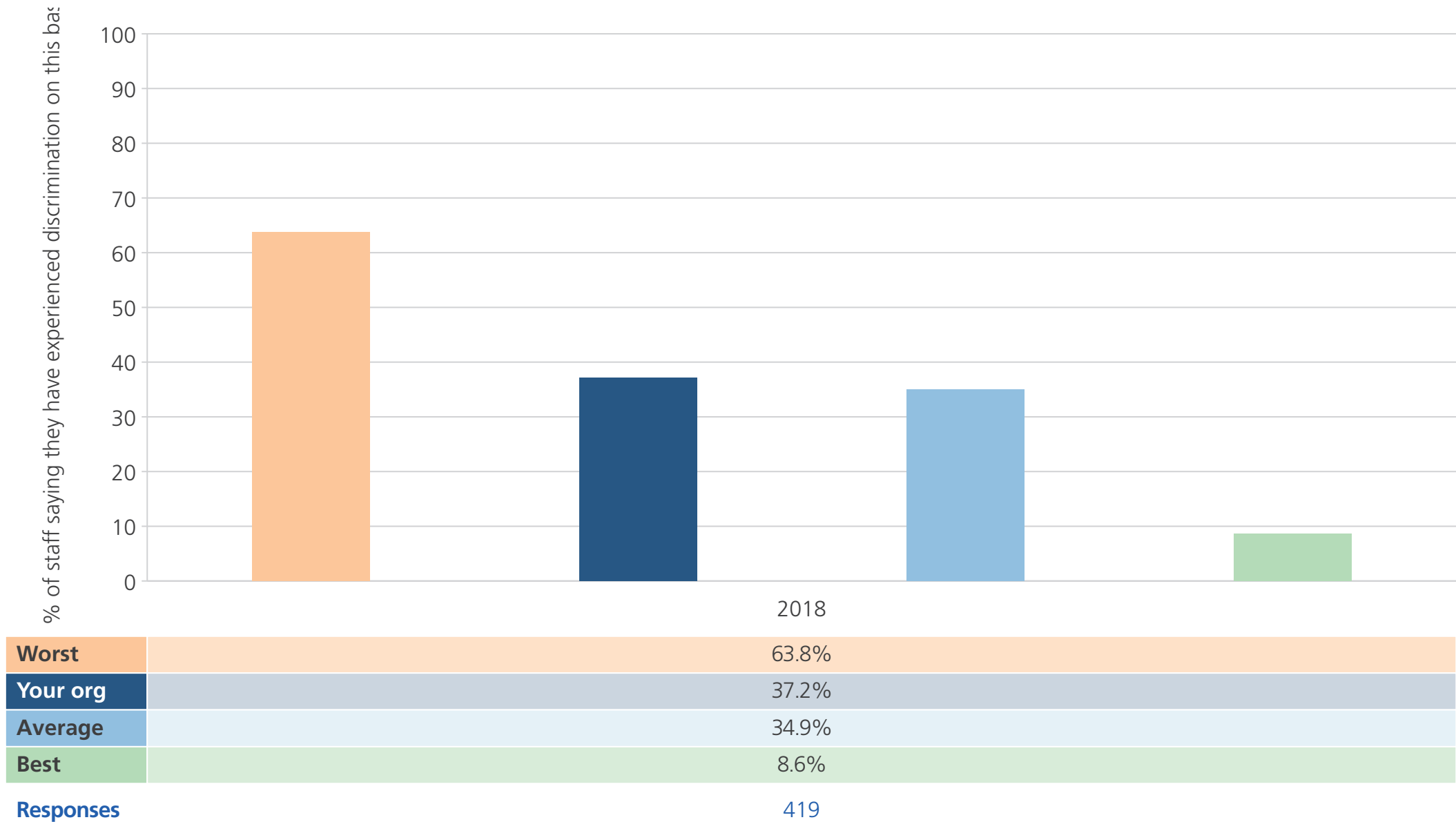




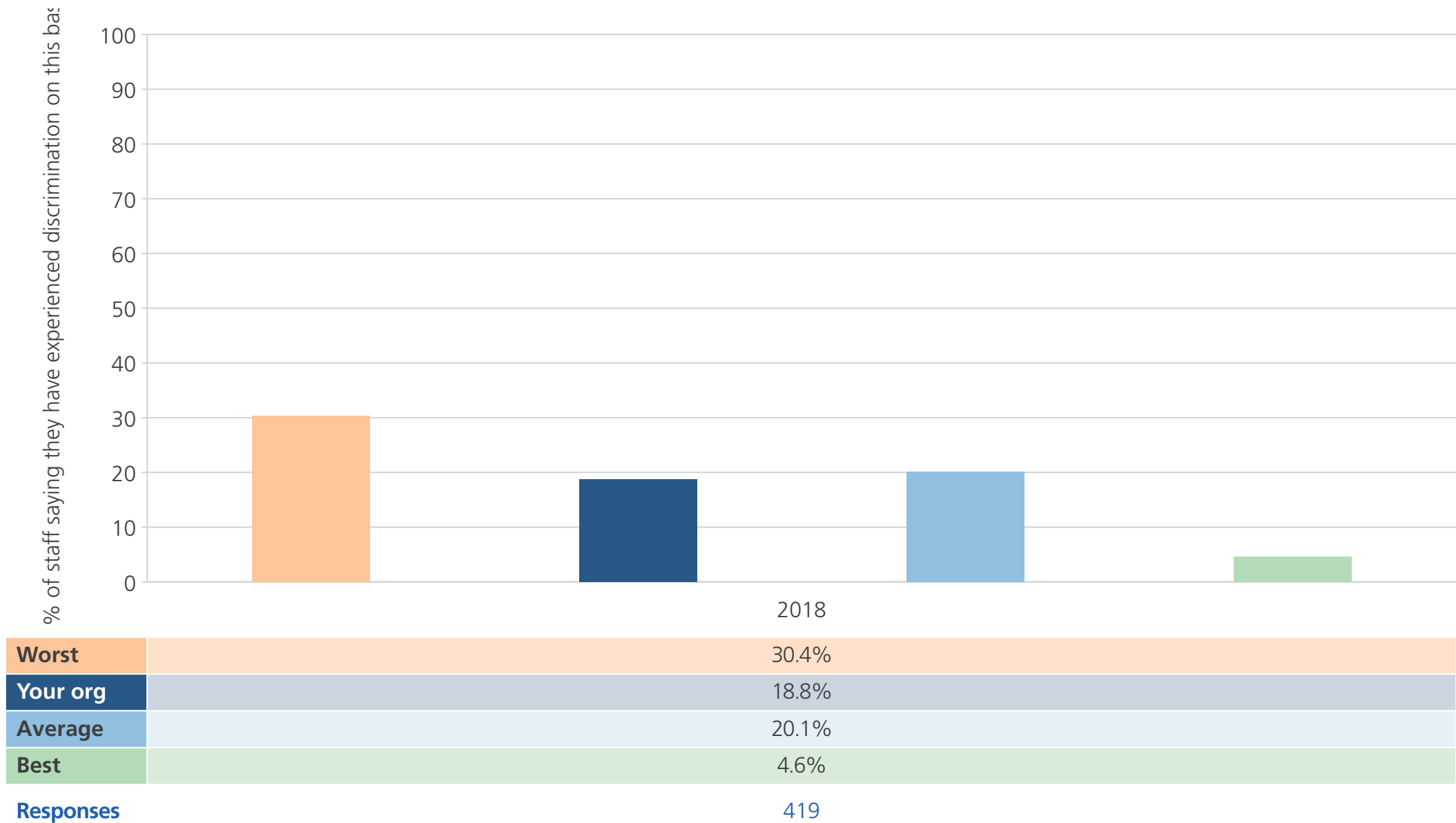




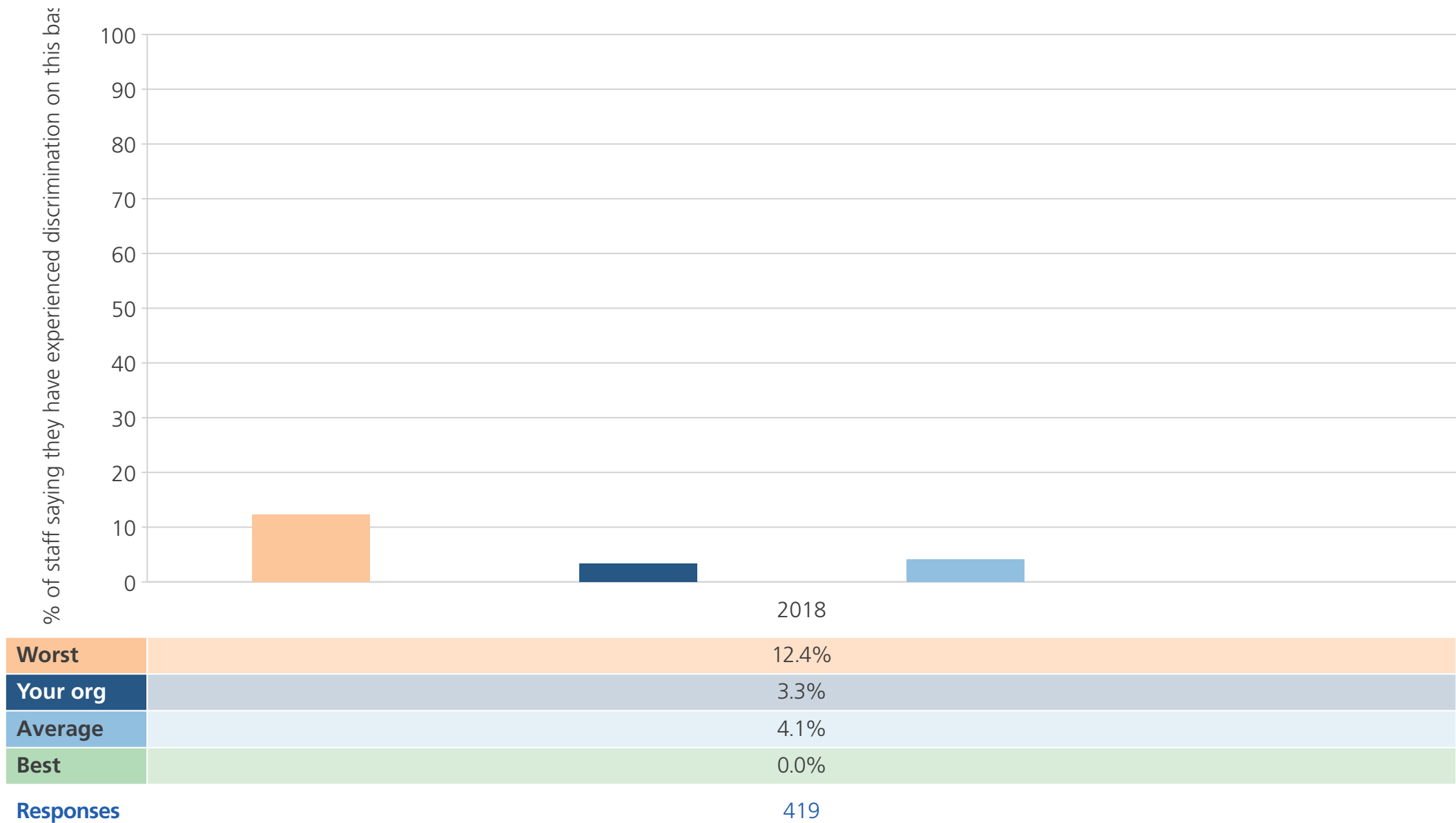
Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



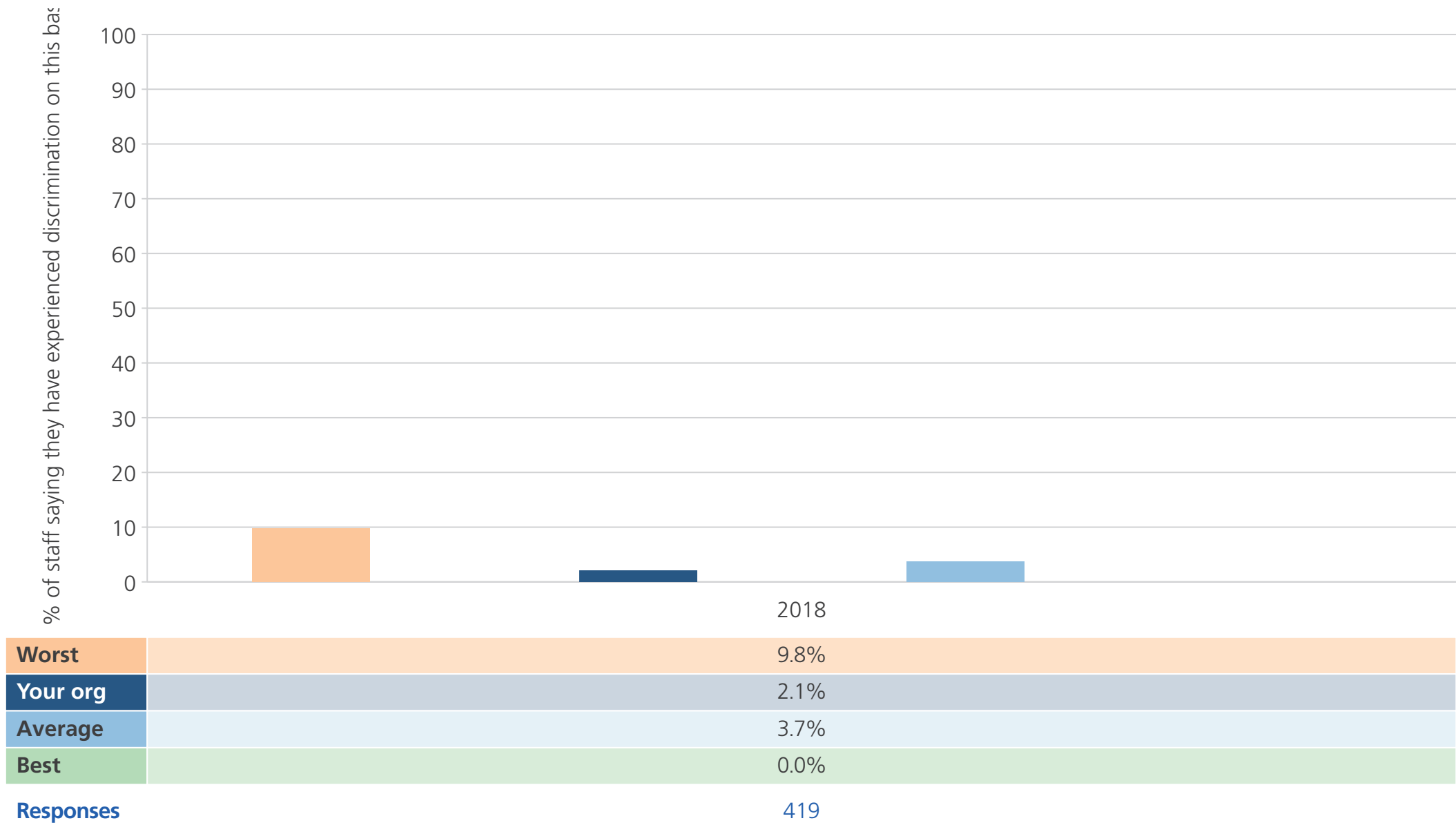
Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



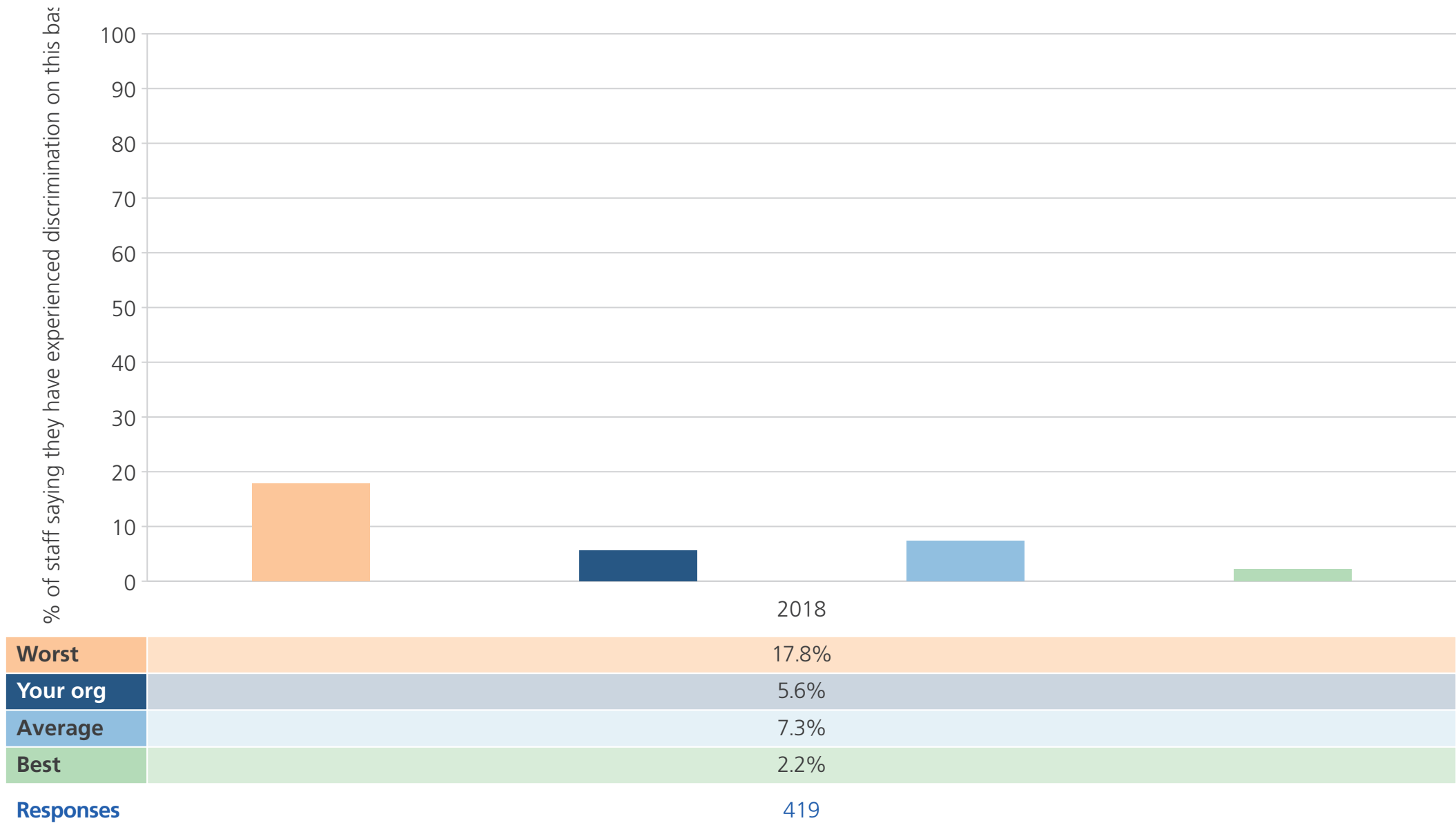
Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



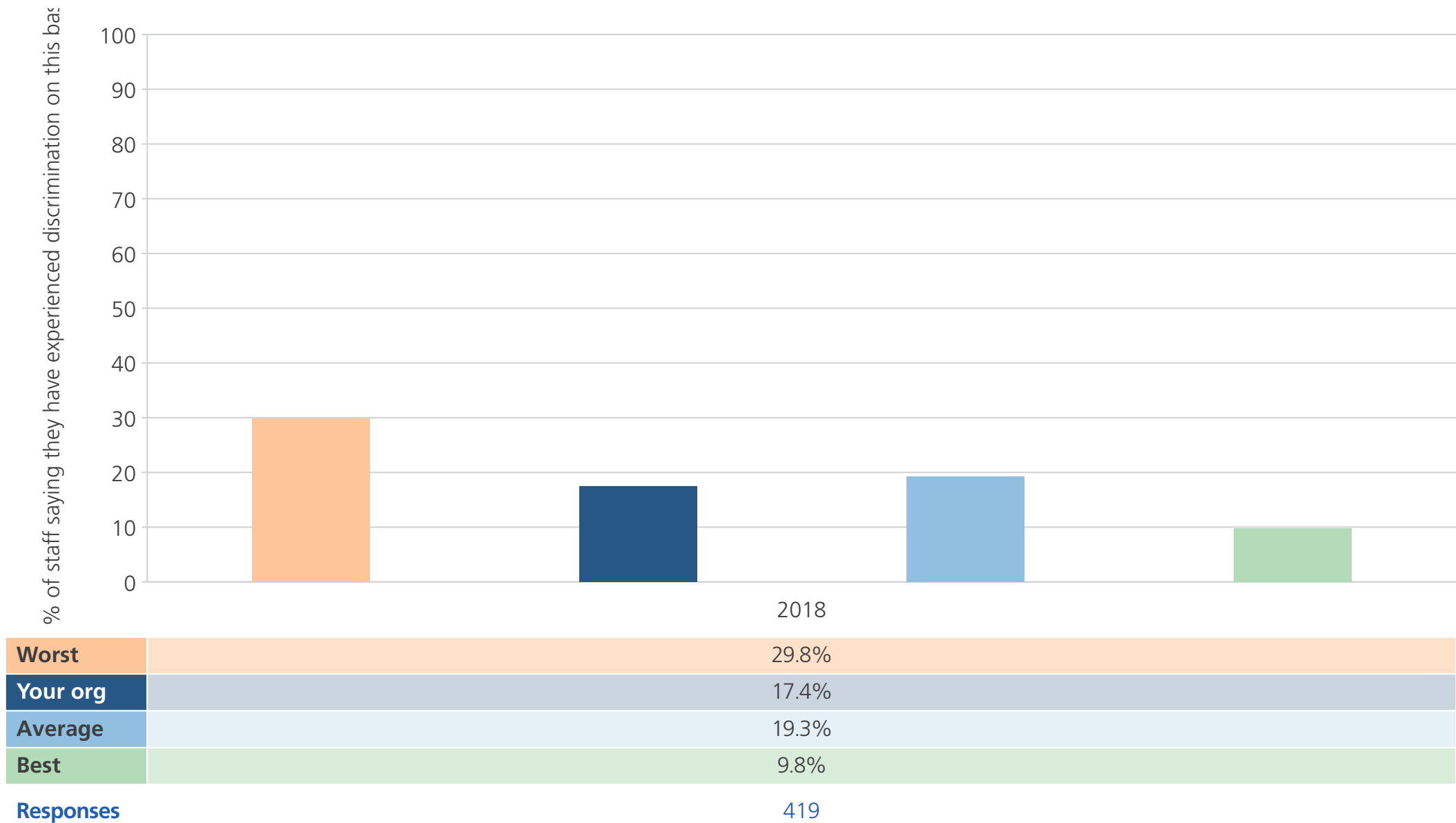
Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



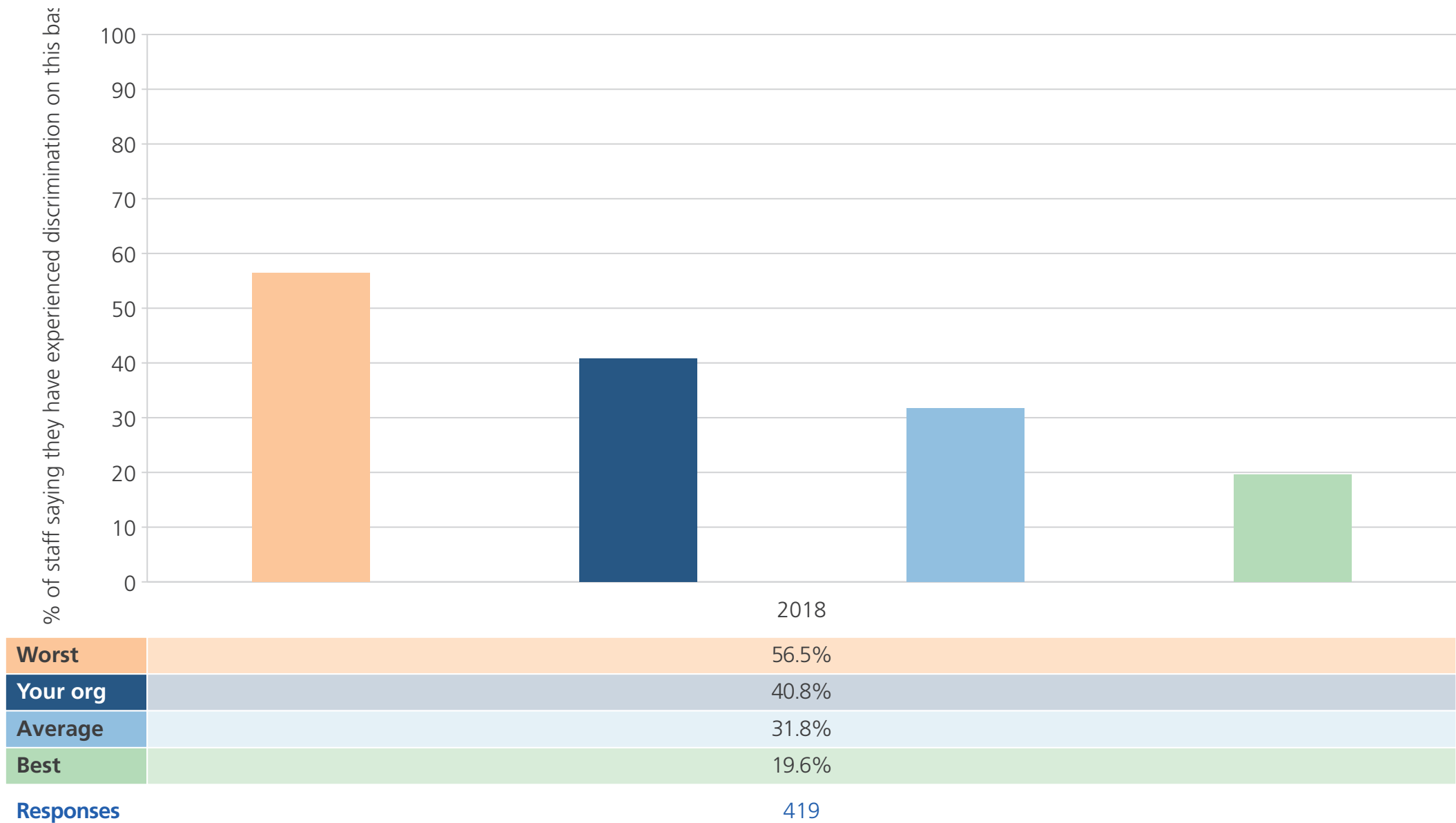
Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.

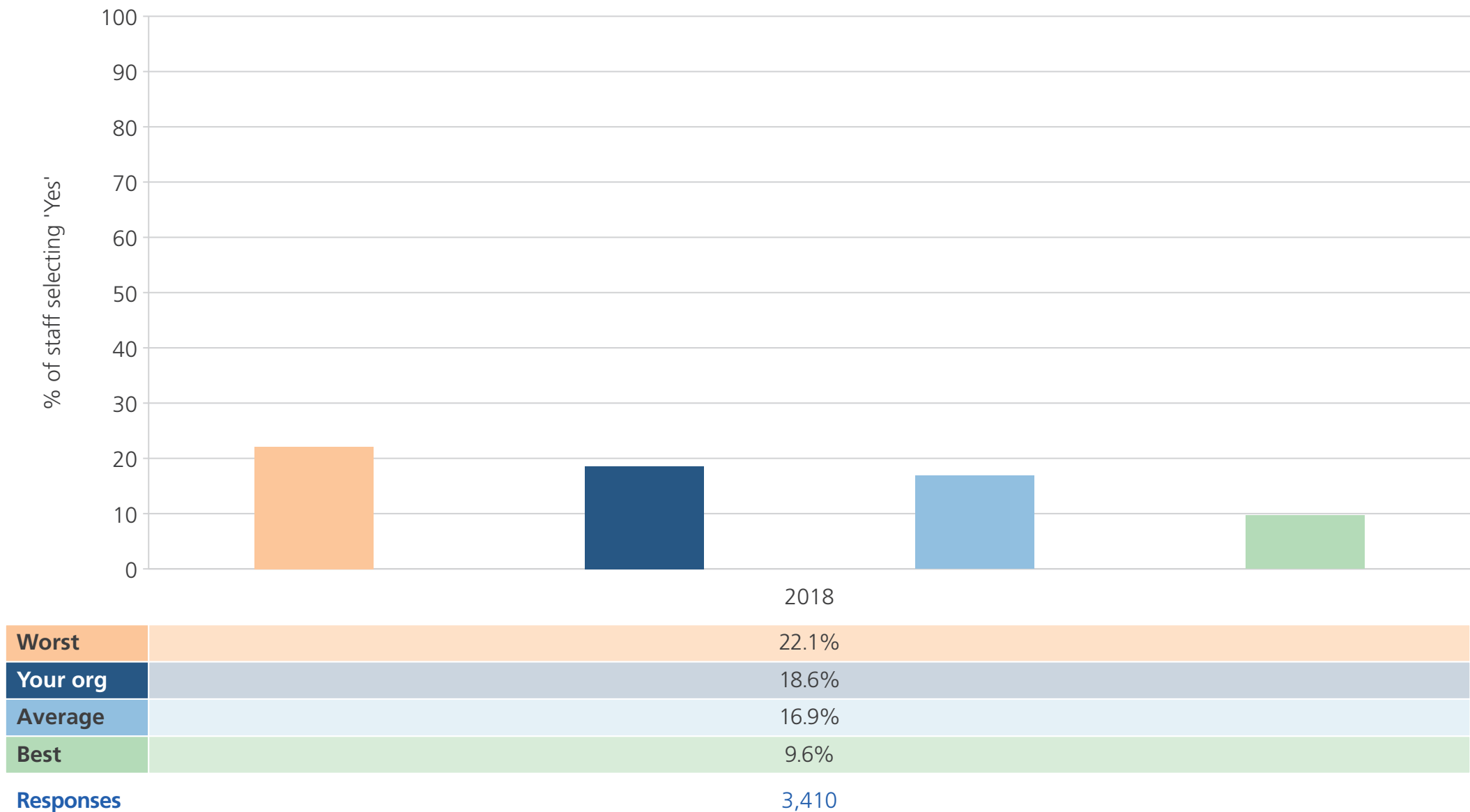


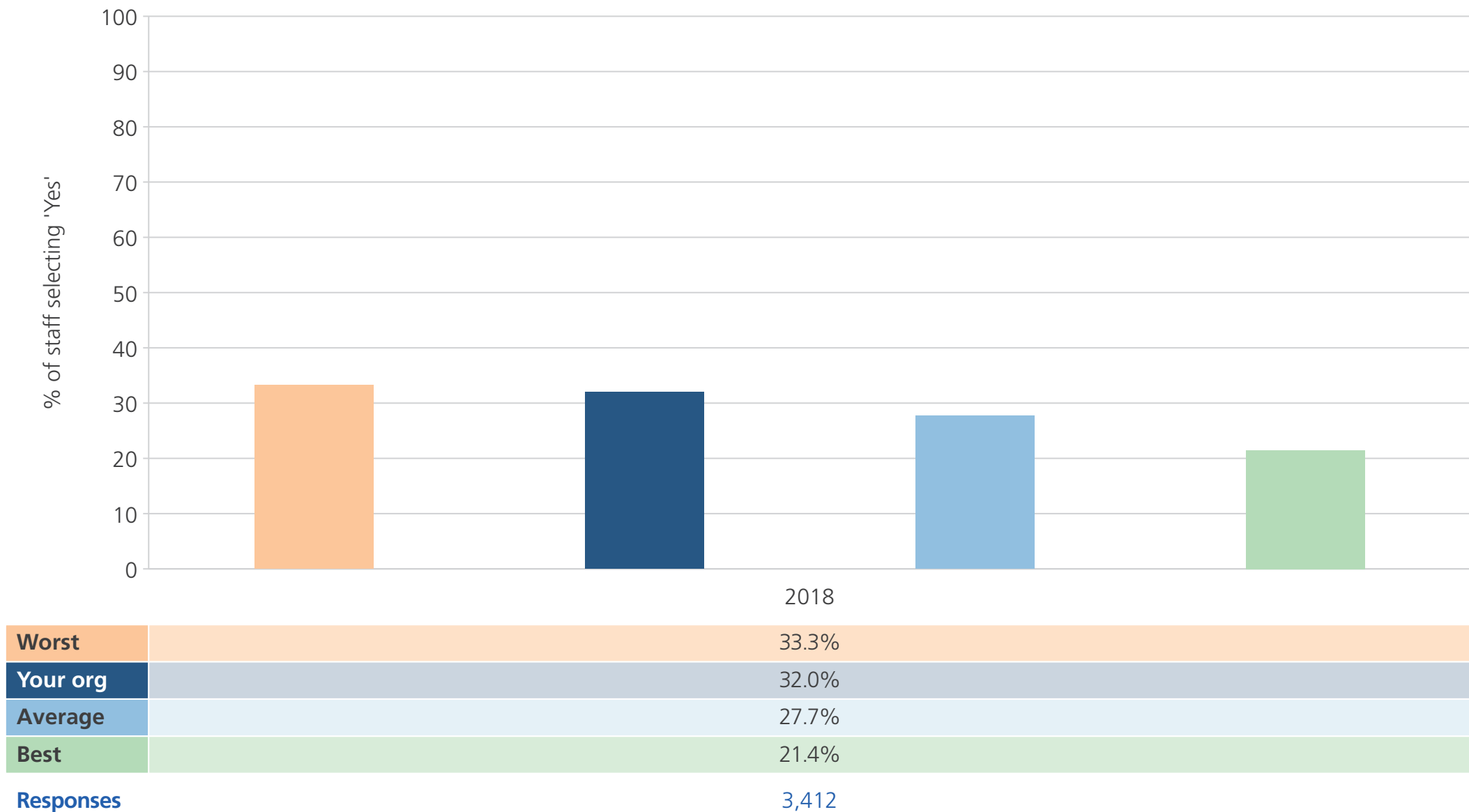
Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



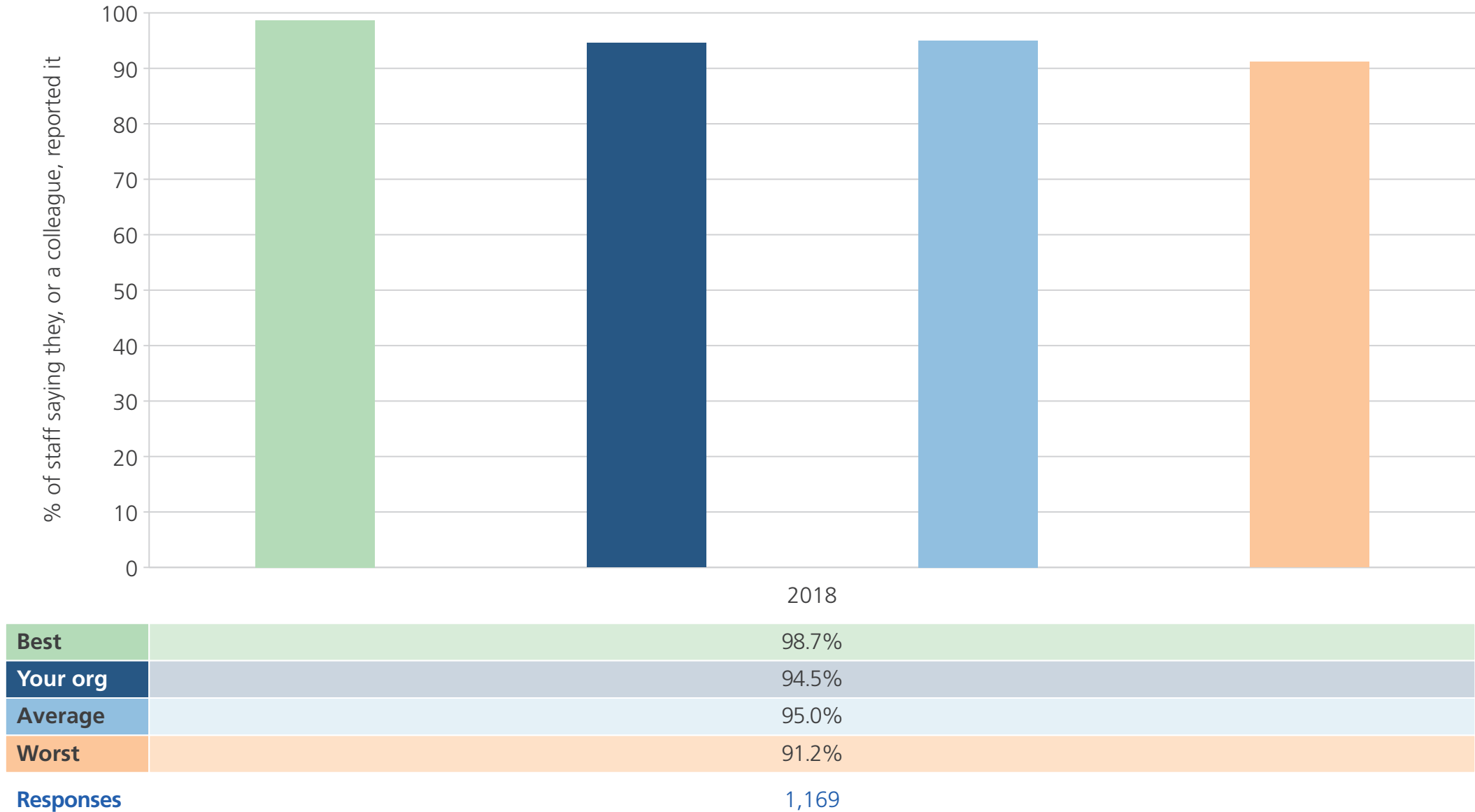
Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.

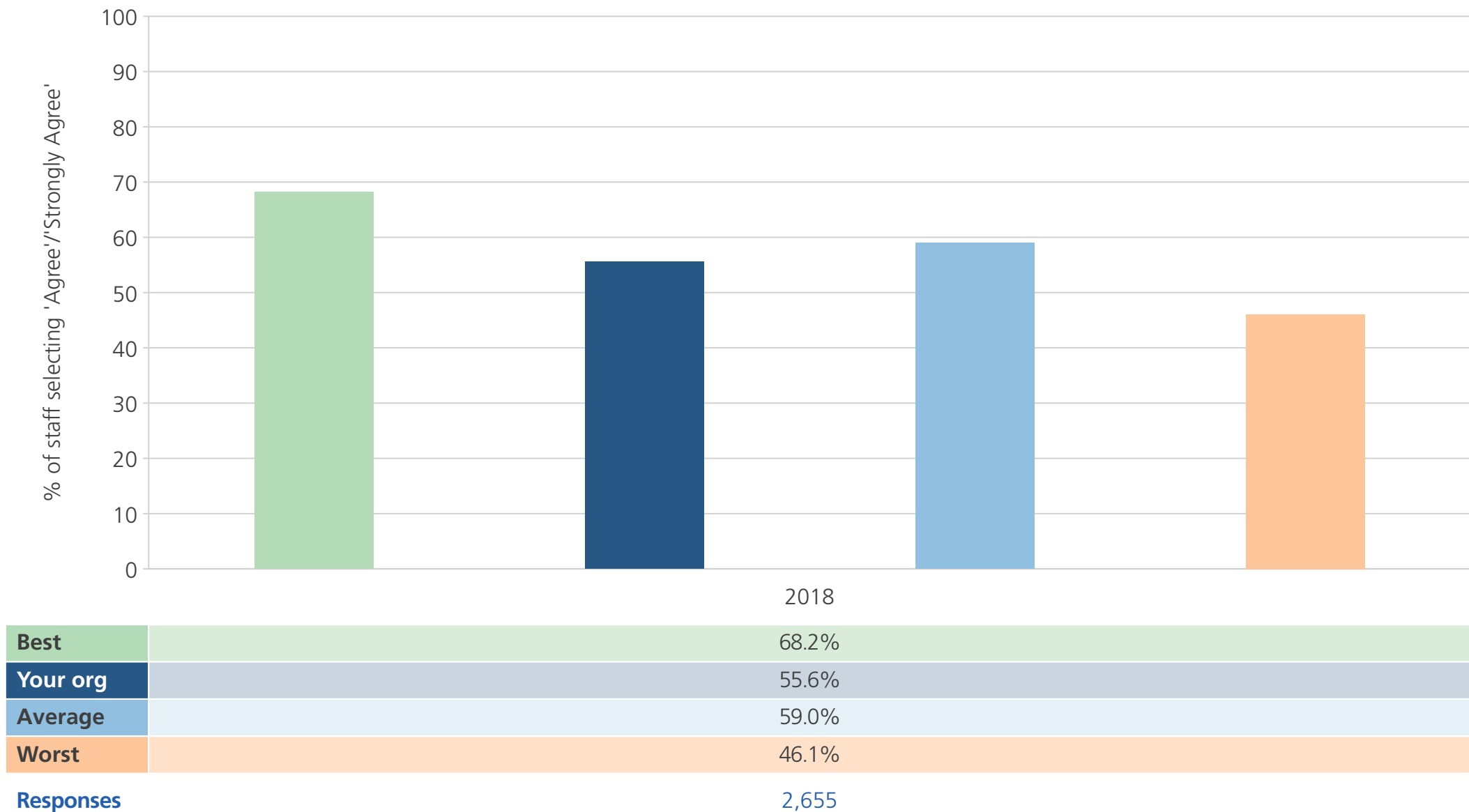


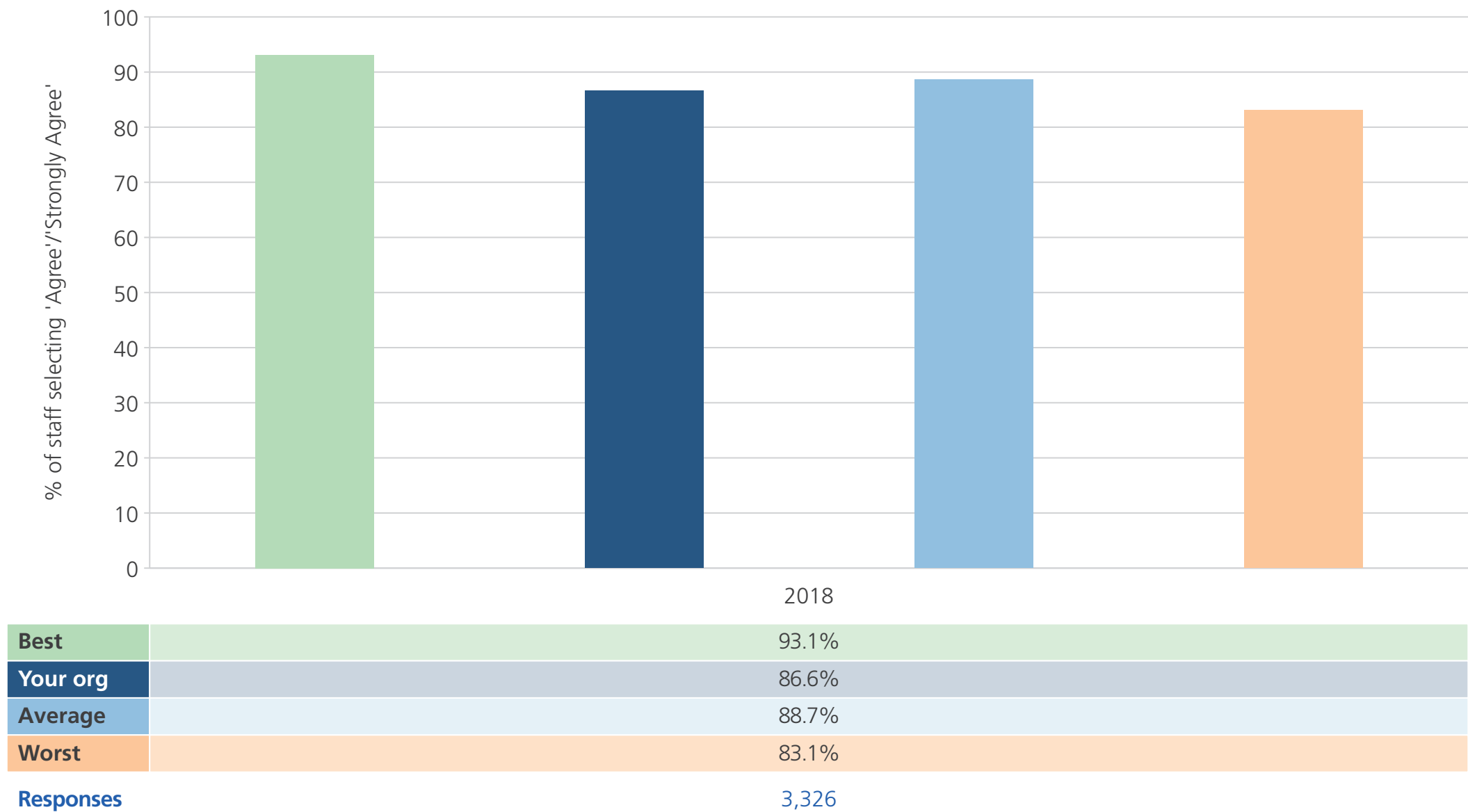


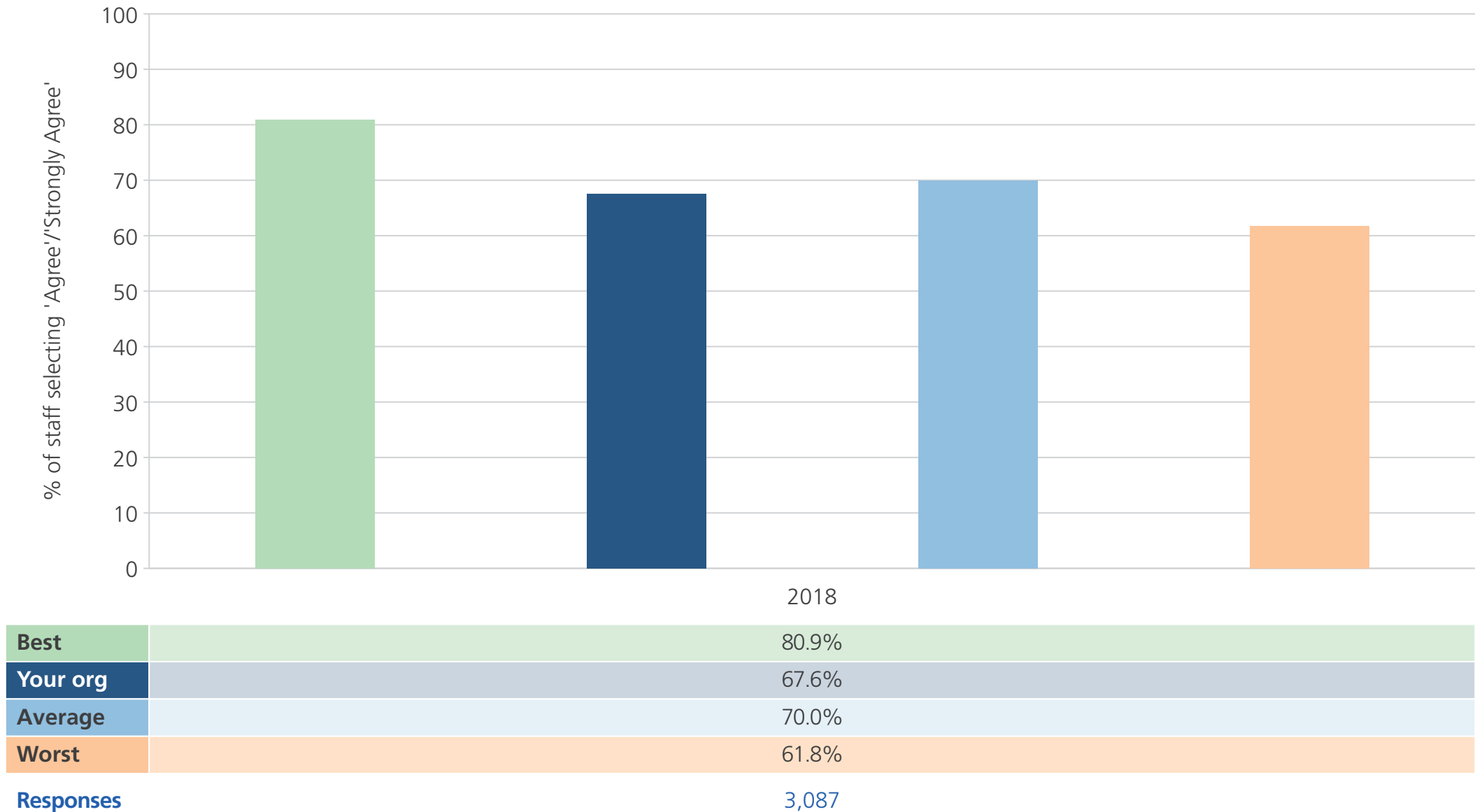


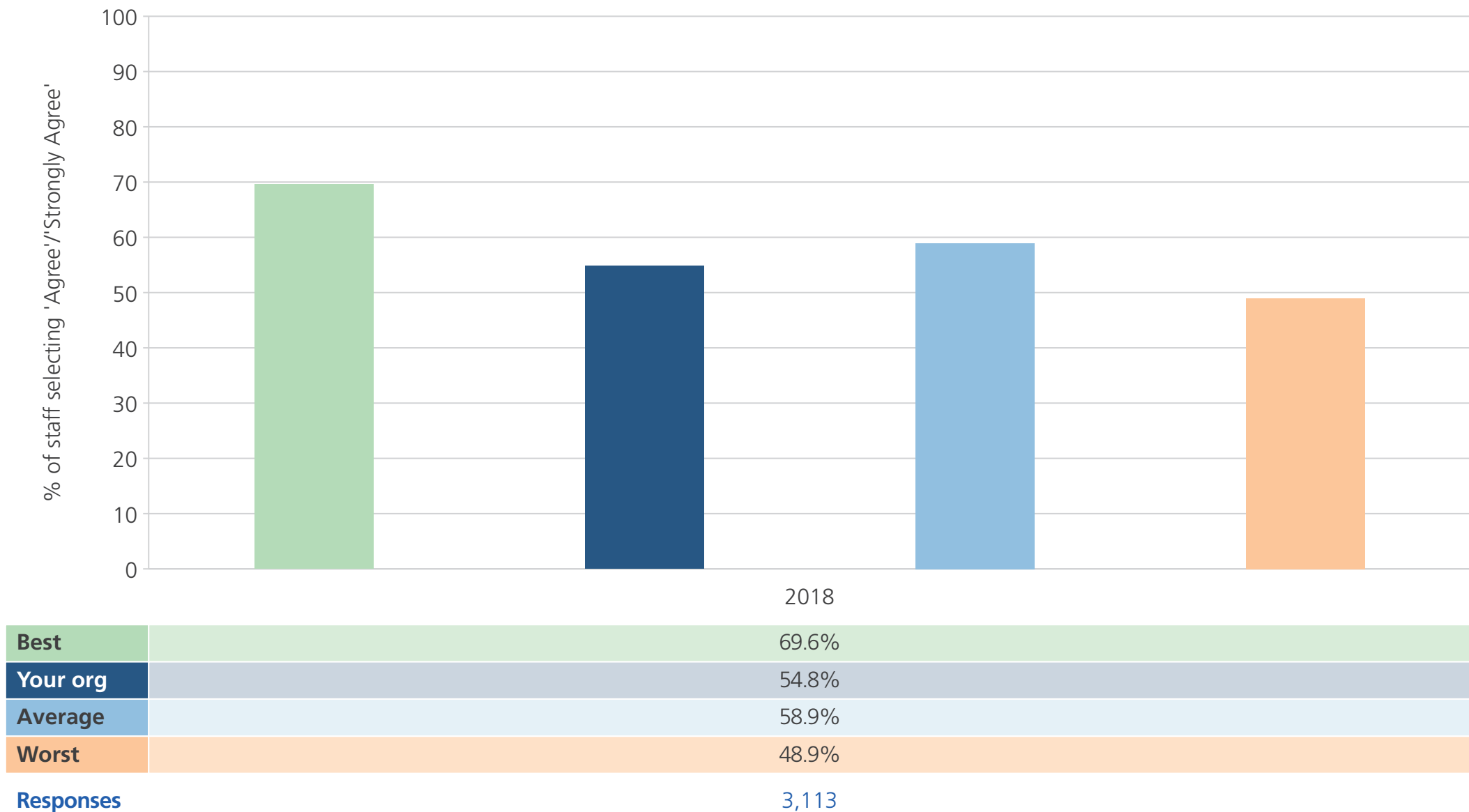
Note: This question was only answered by staff who reported observing at least one error, near miss or incident in the last month.

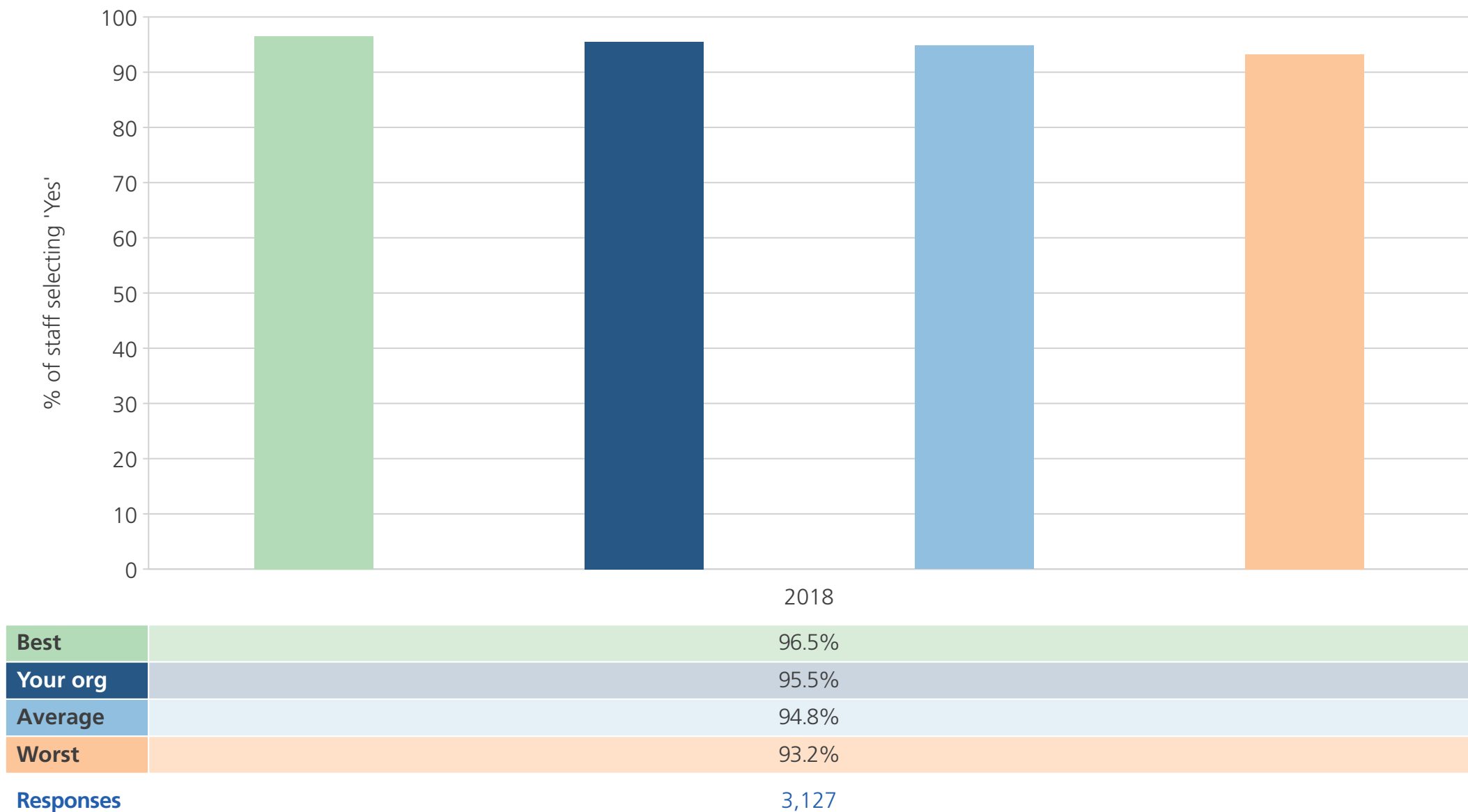


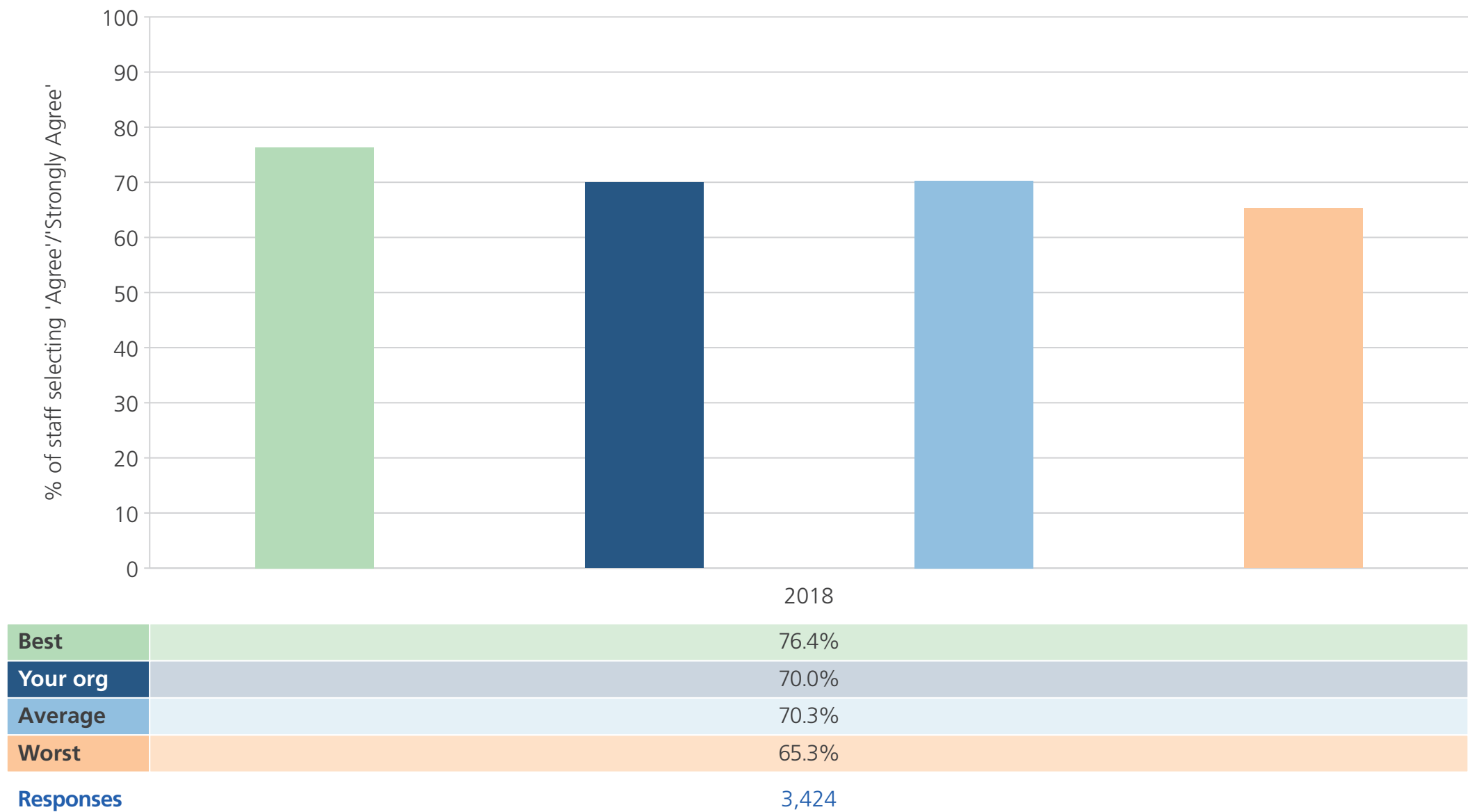


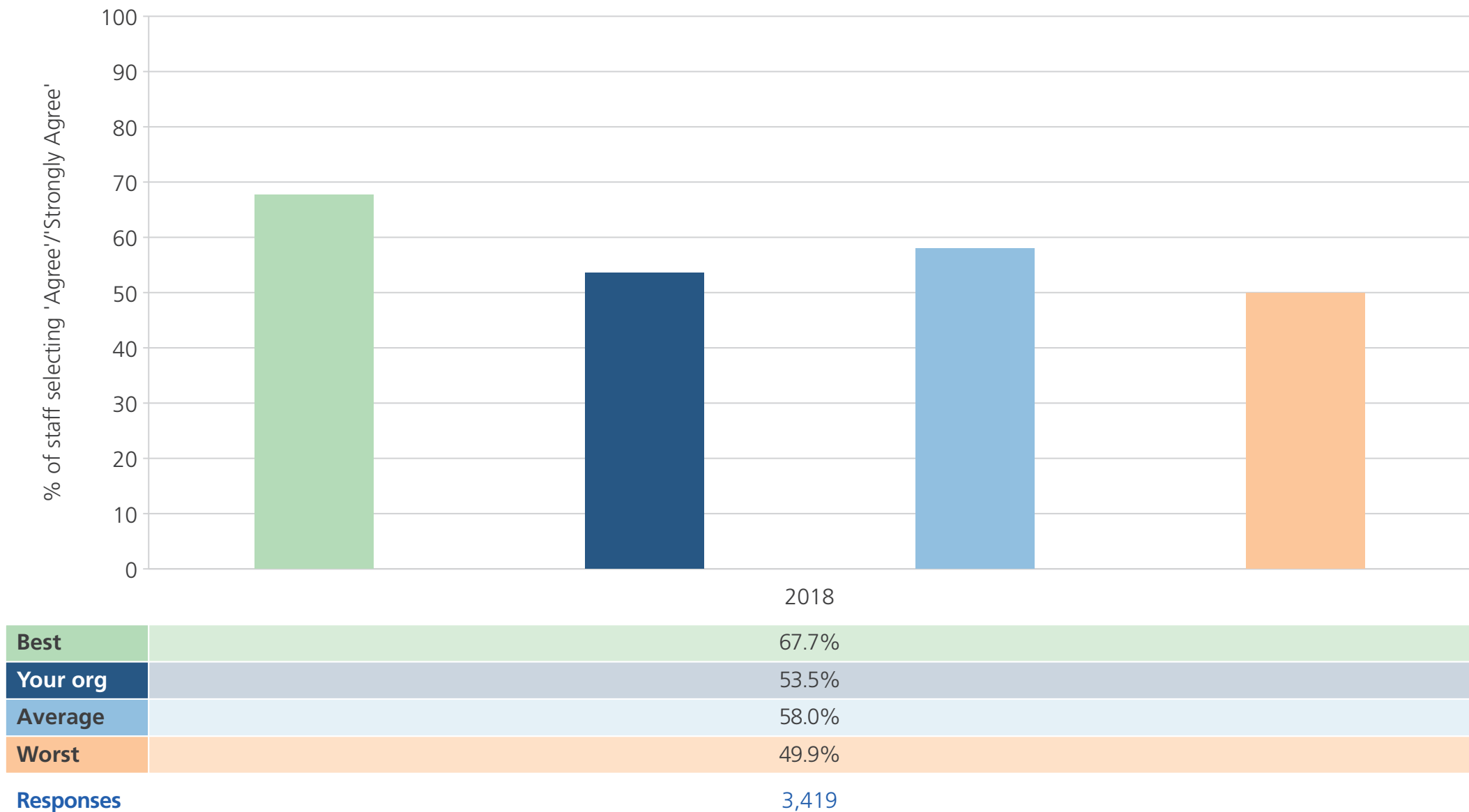






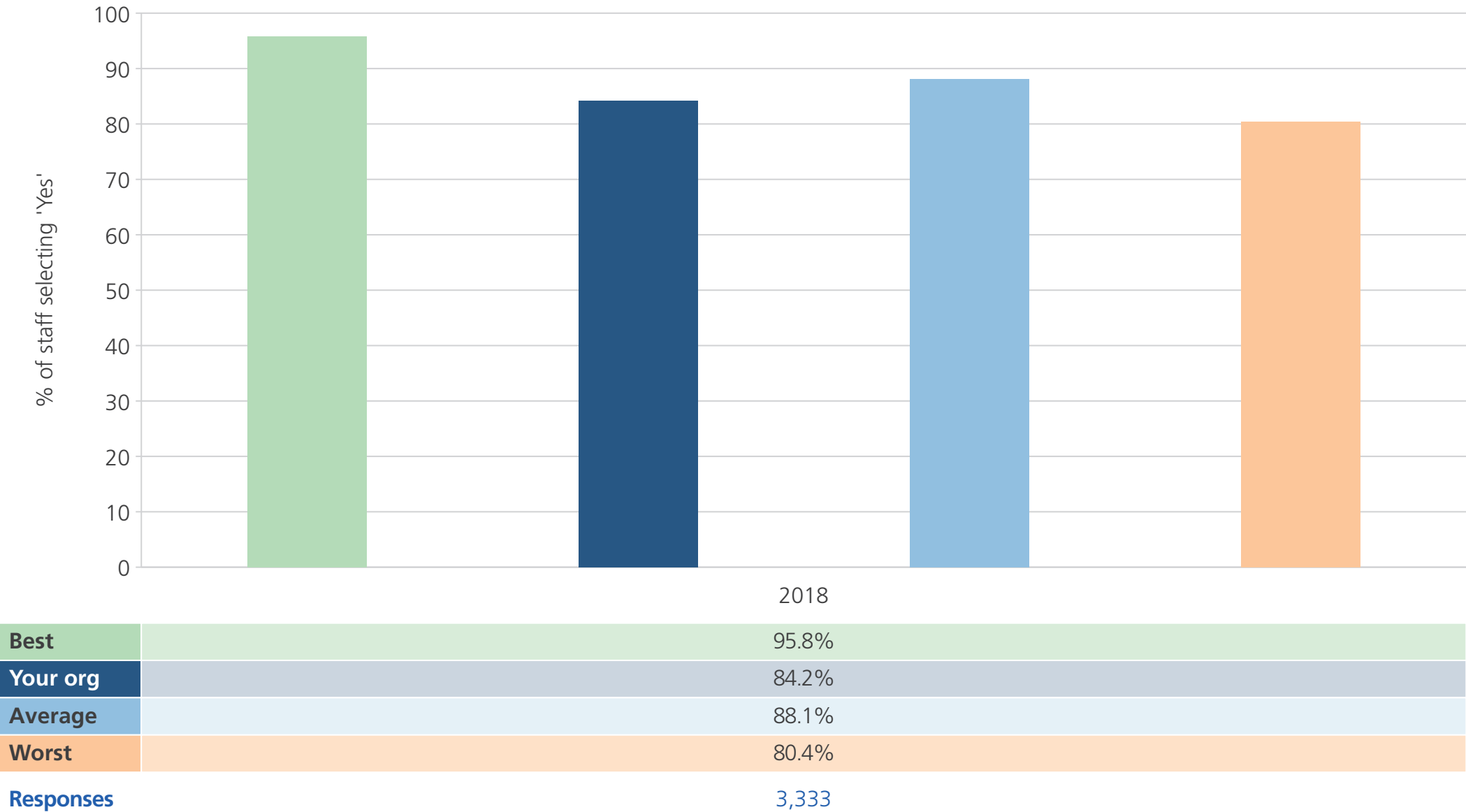




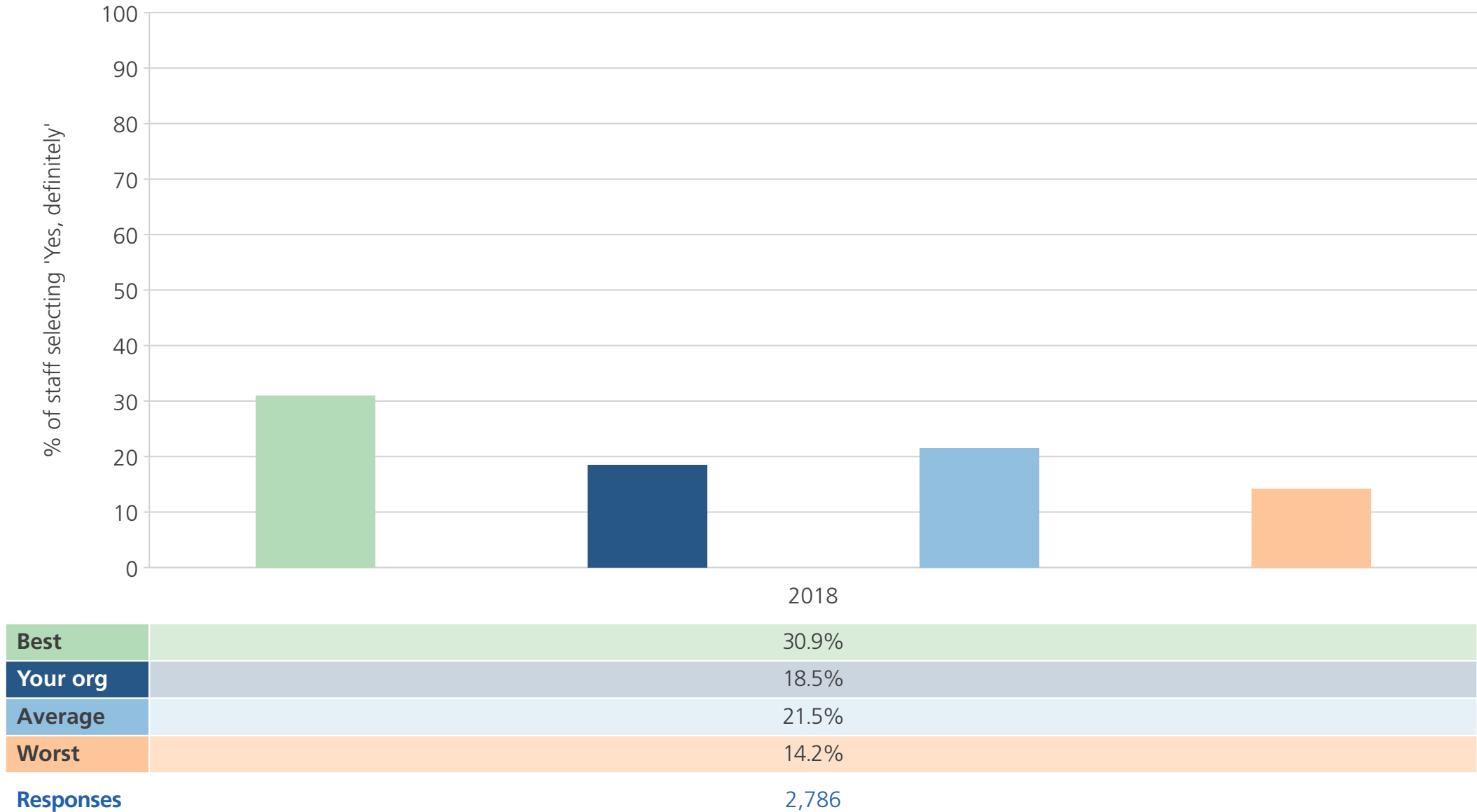


Question results – Your personal development

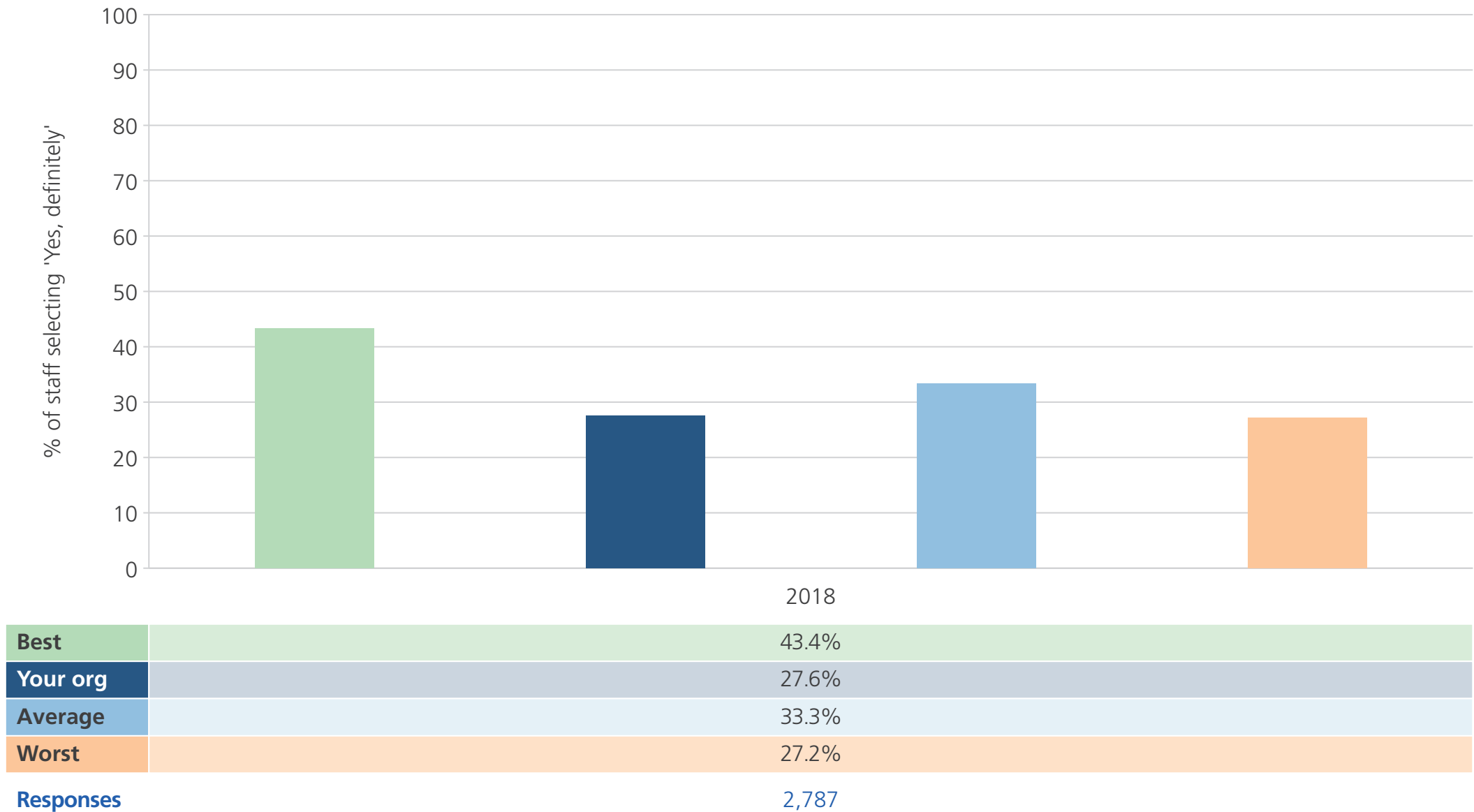
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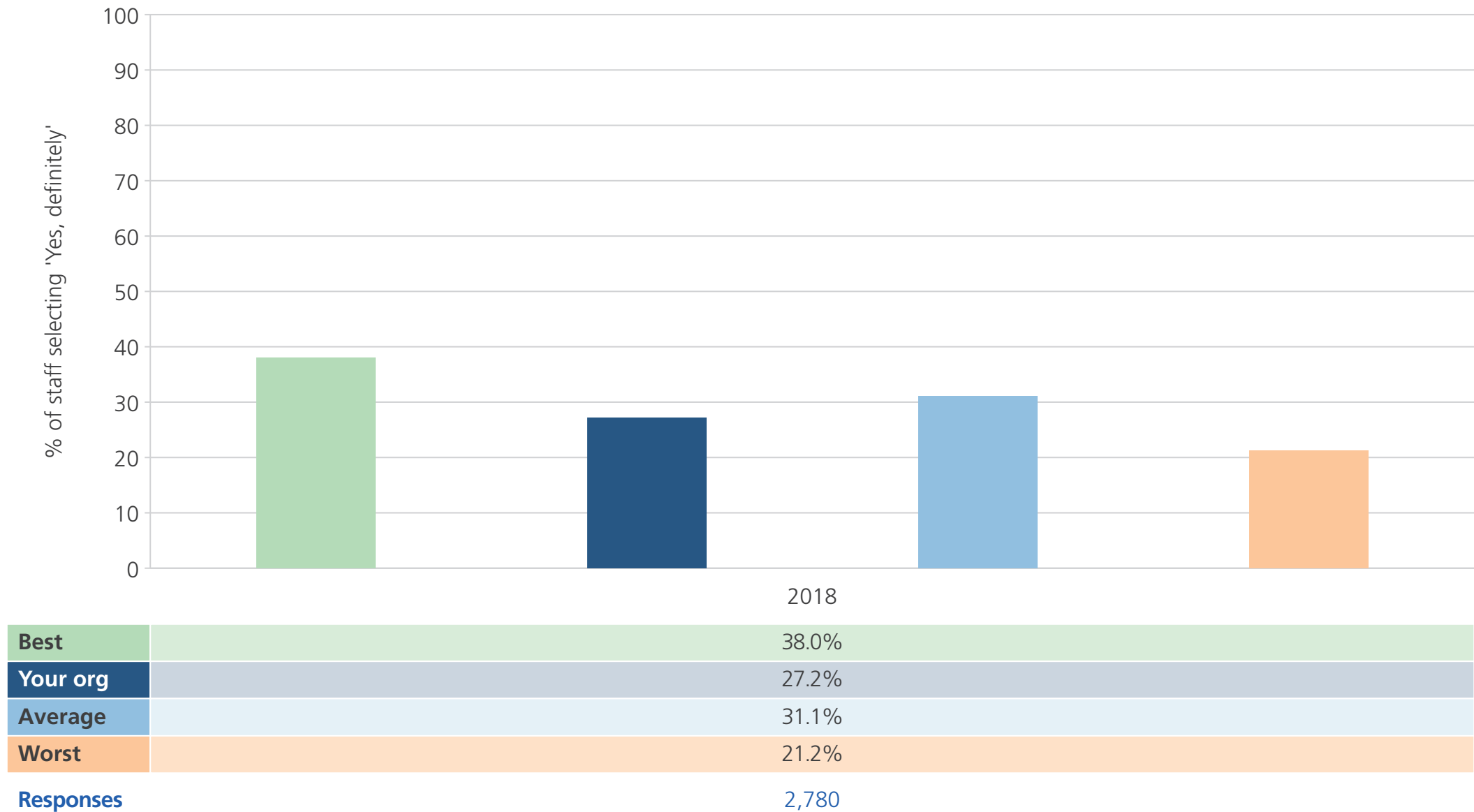
Note: This question was only answered by staff who selected 'Yes' on q19a.



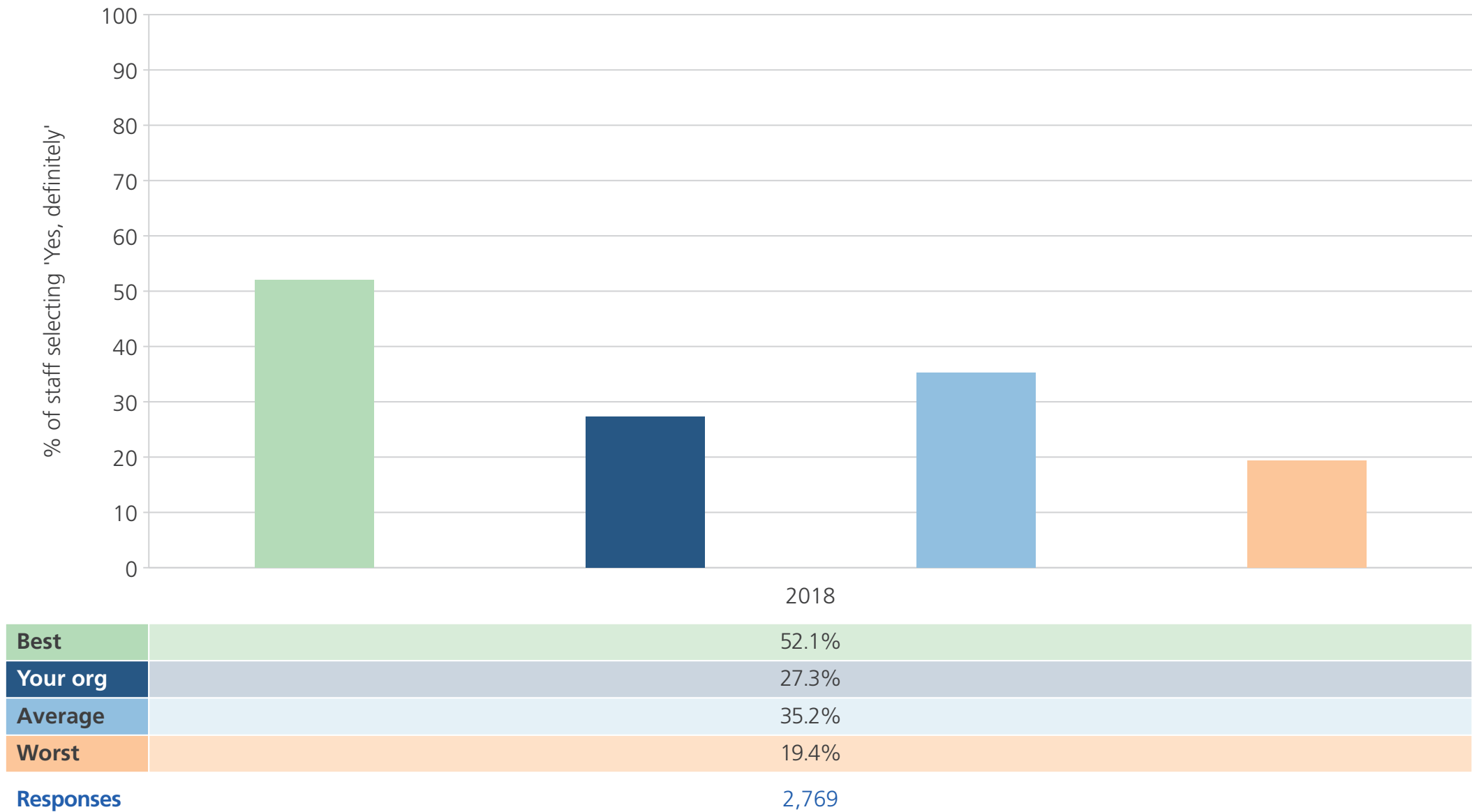
Note: This question was only answered by staff who selected 'Yes' on q19a.



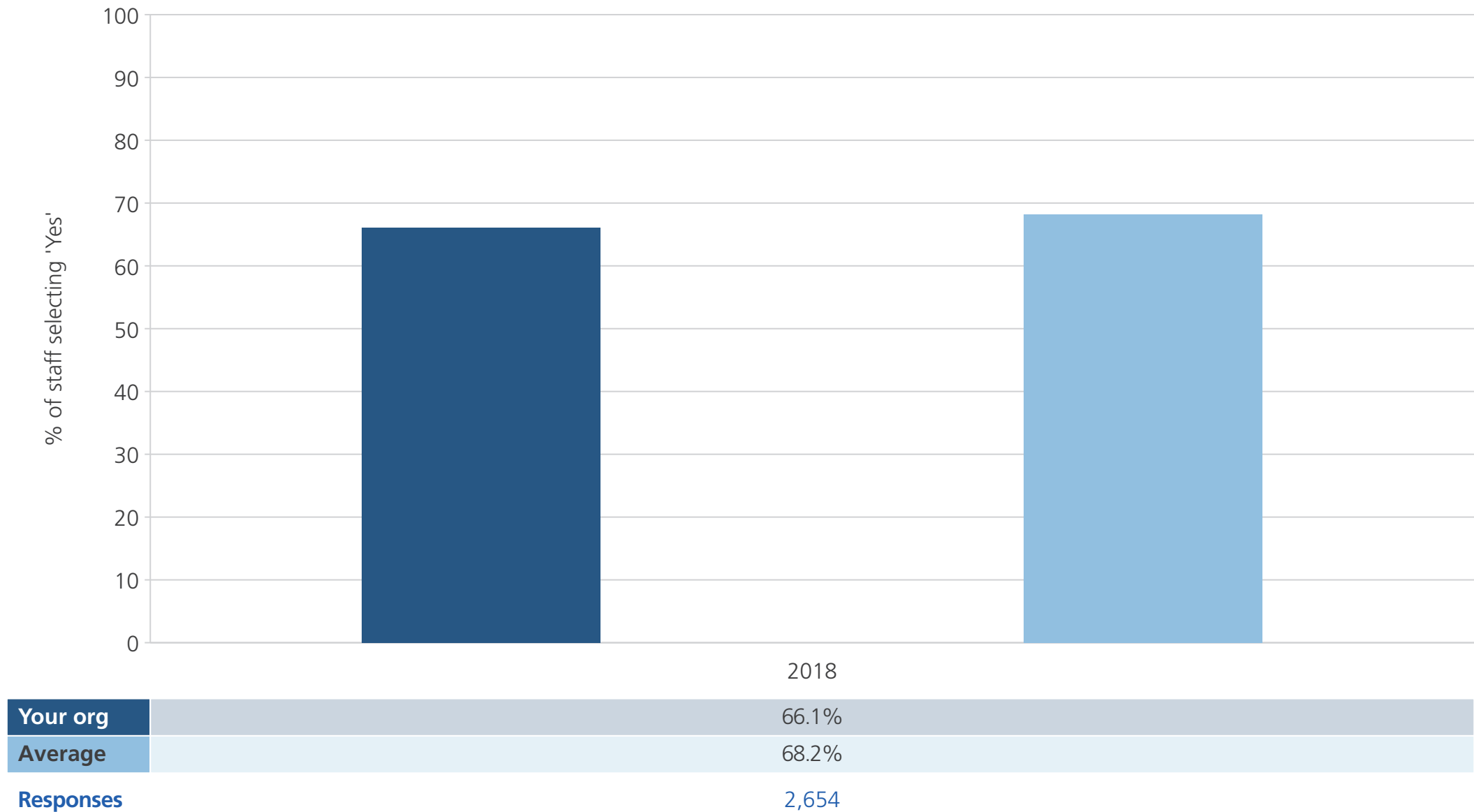
Note: This question was only answered by staff who selected 'Yes' on q19a.



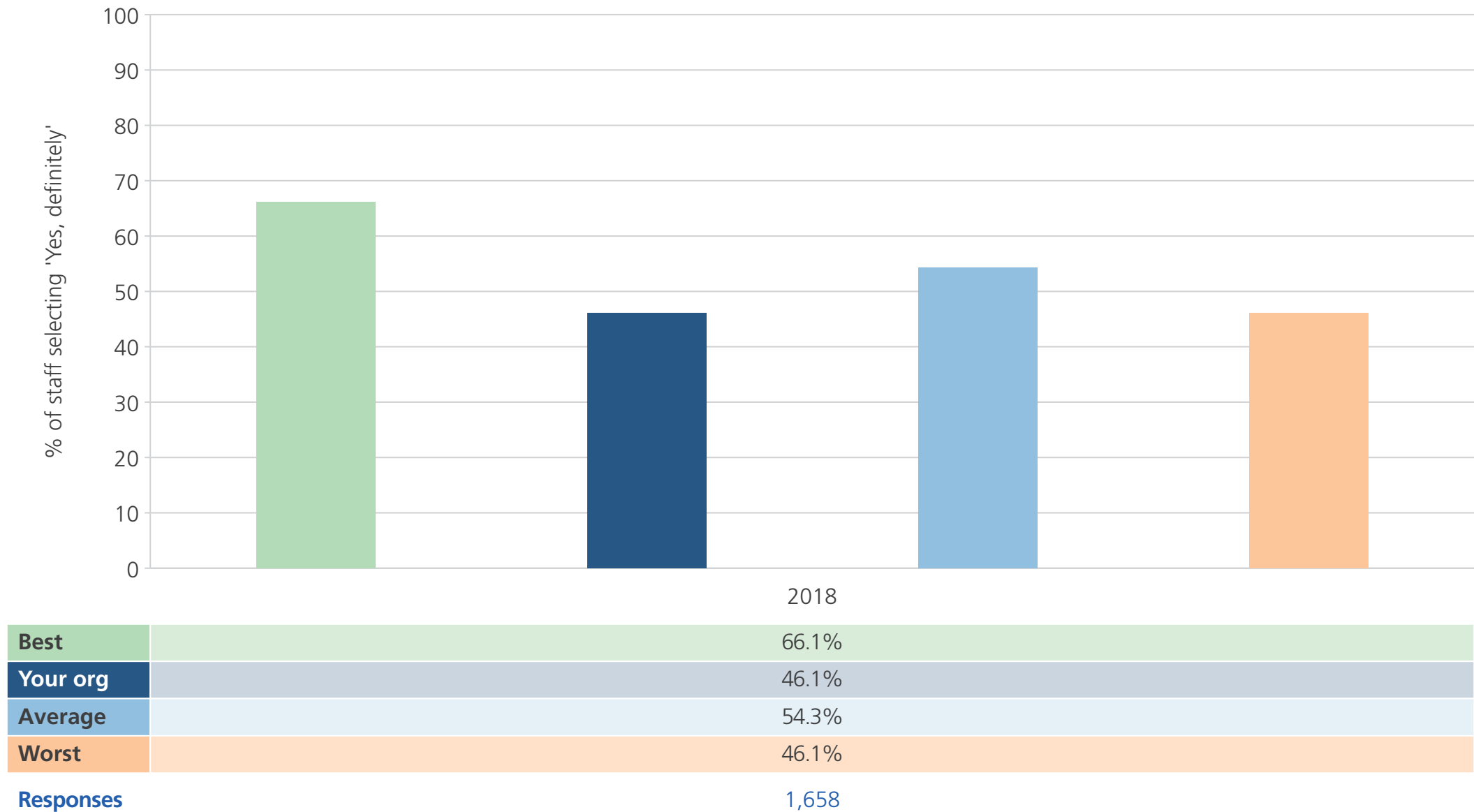
Note: This question was only answered by staff who selected 'Yes' on q19a.

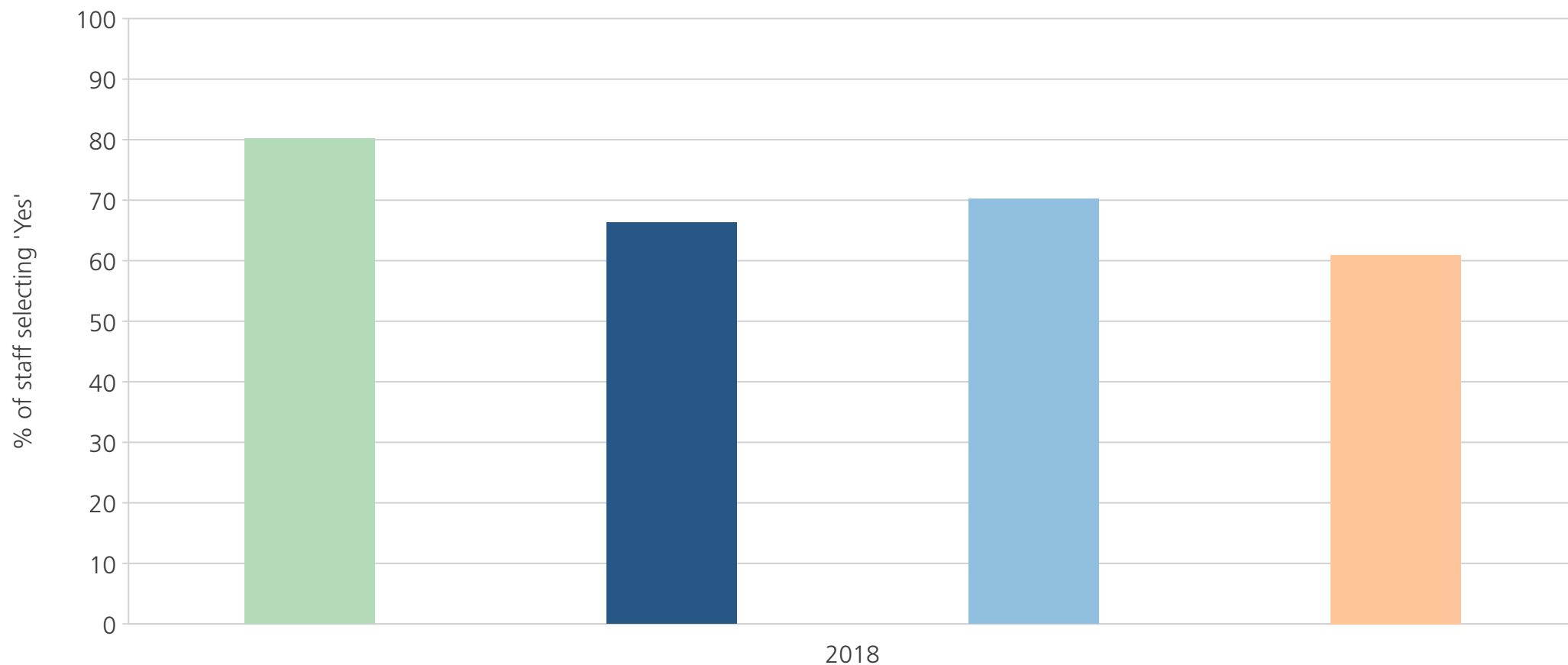


Note: This question was only answered by staff who selected 'Yes' on q19a.



Note: This question was only answered by staff who selected 'Yes' on q19f.



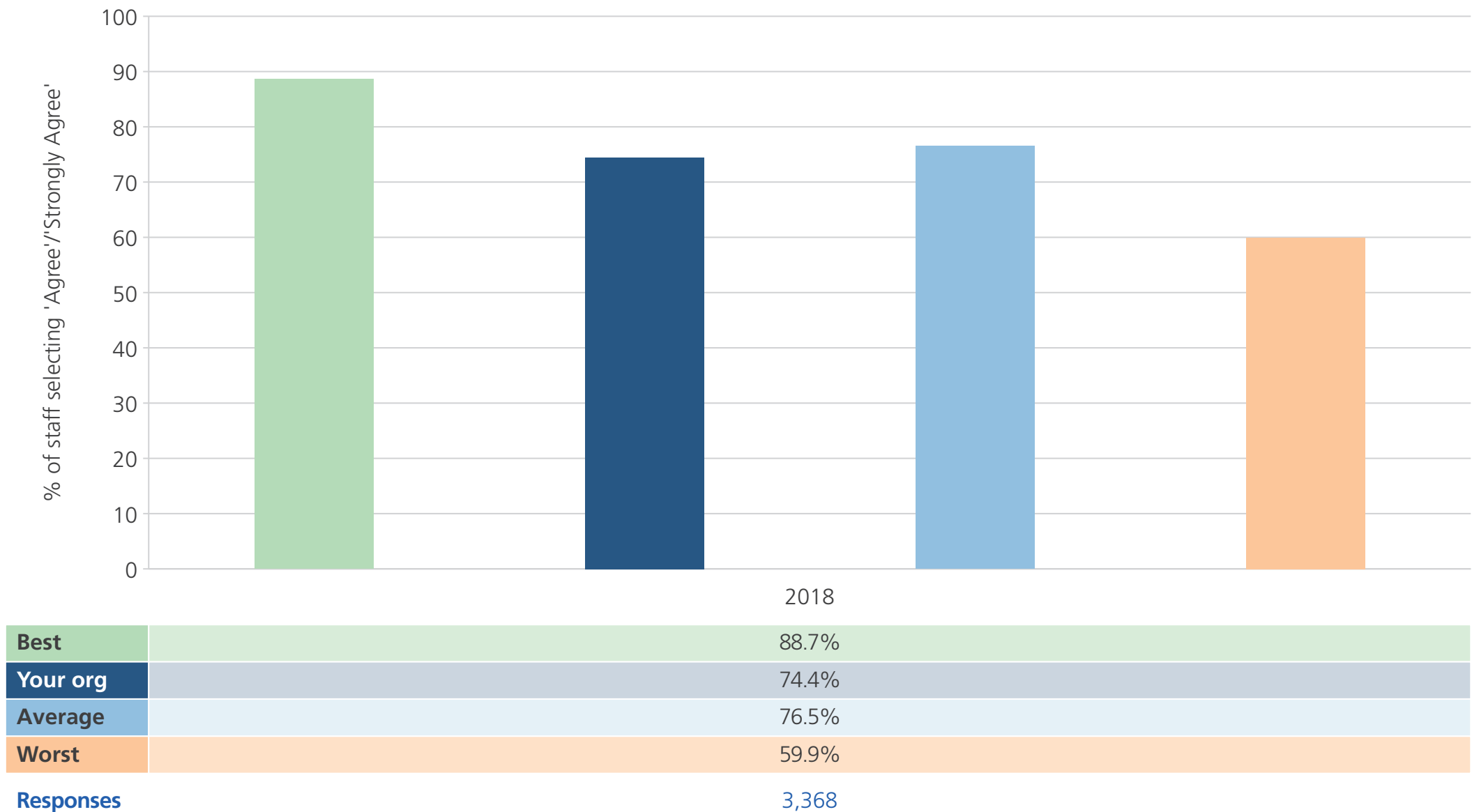


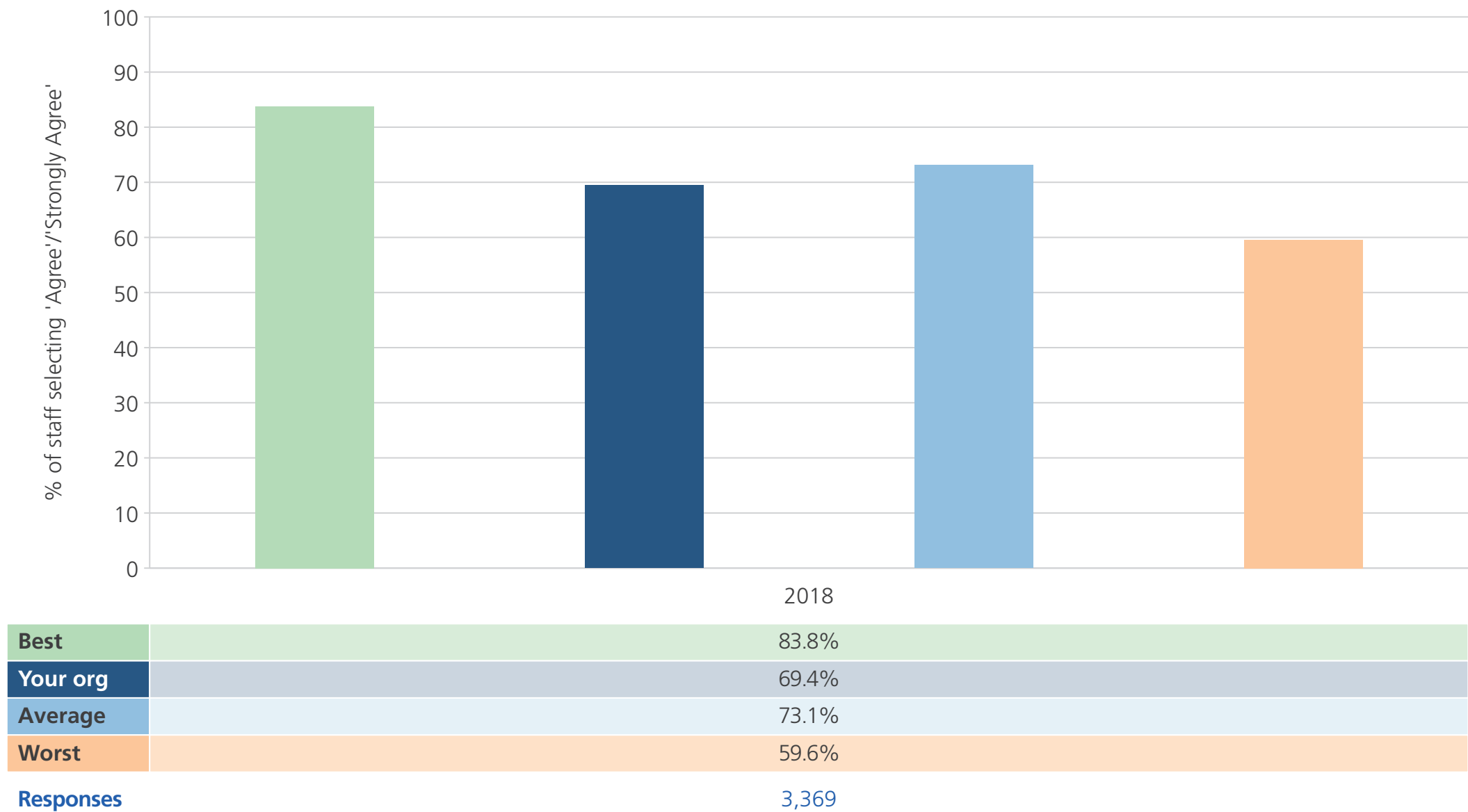
Best	80.1%
Your org	66.3%
Average	70.2%
Worst	60.9%

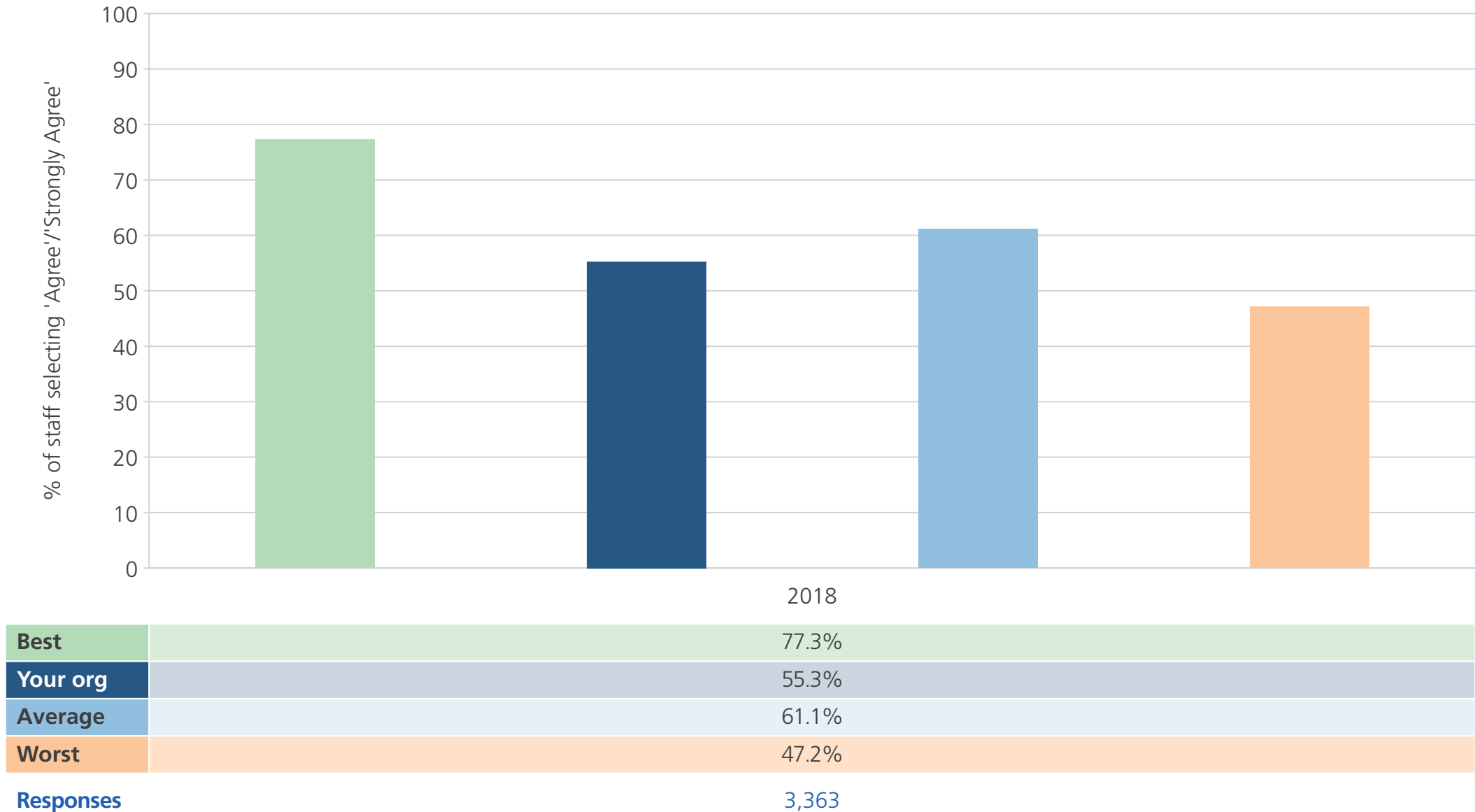
Responses 3,312

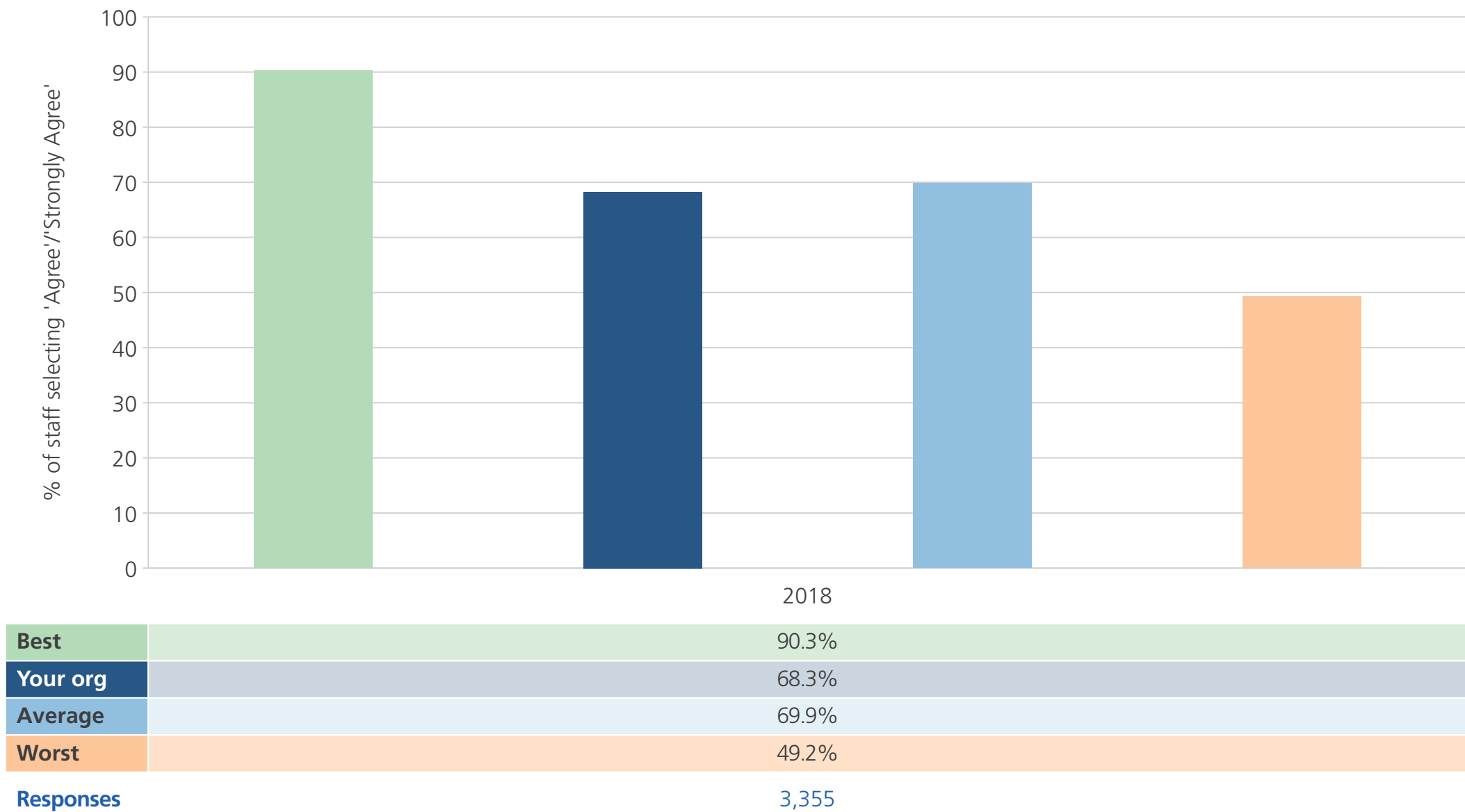
Question results – Your organisation

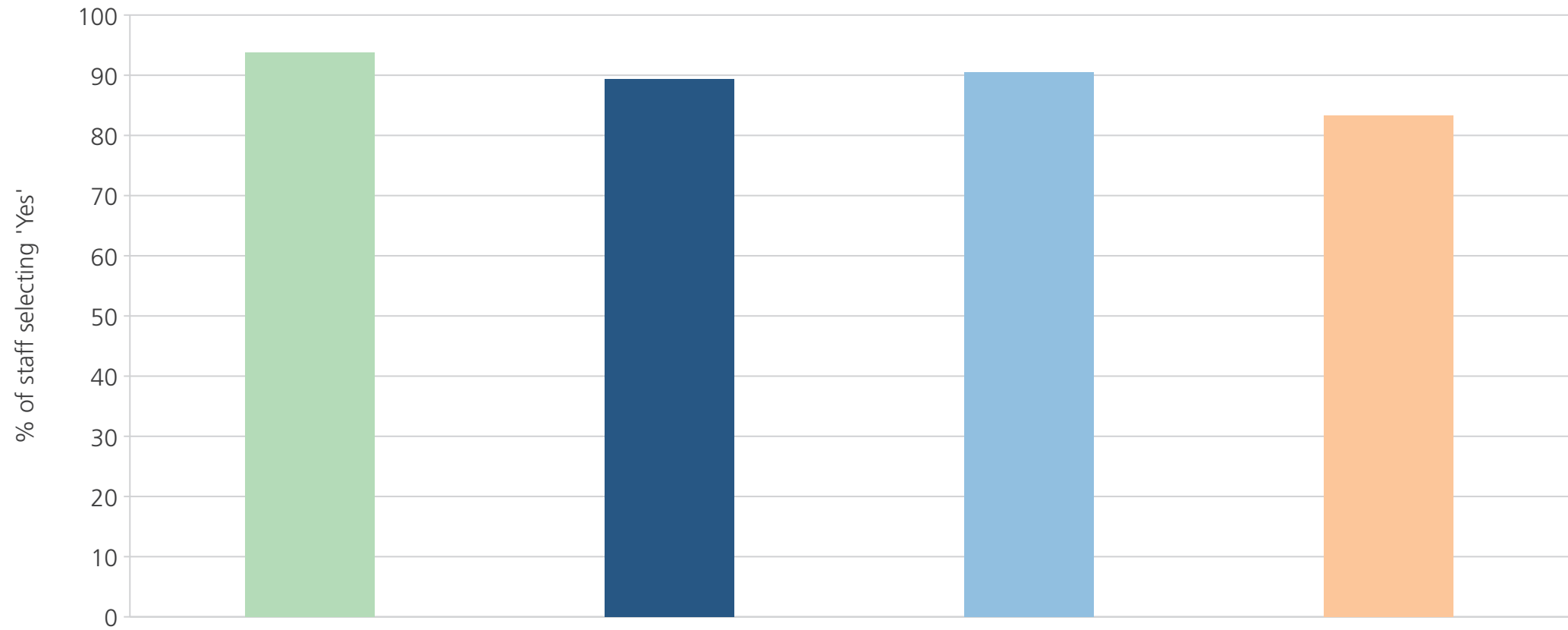
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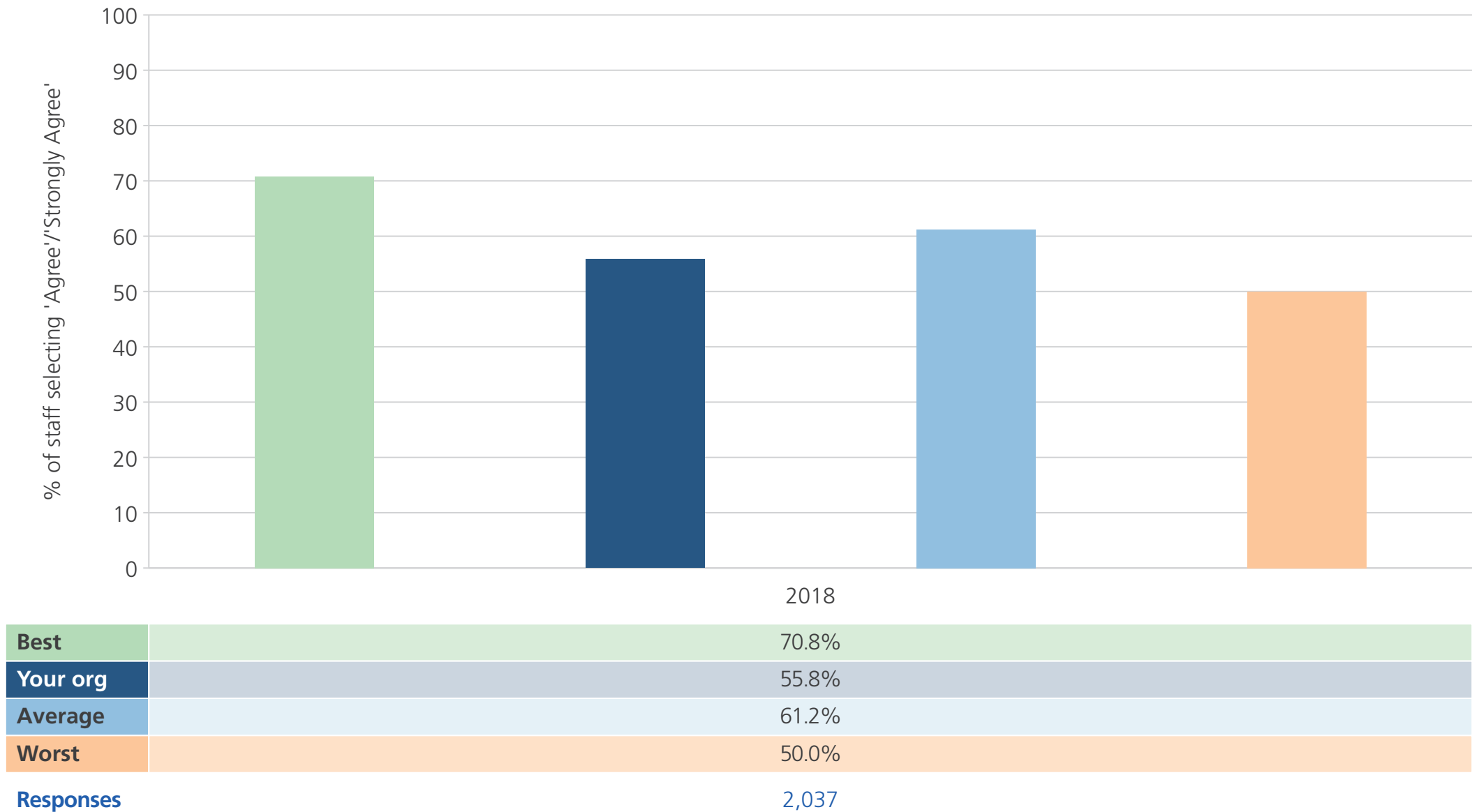
2018

Best	93.8%
Your org	89.4%
Average	90.5%
Worst	83.3%

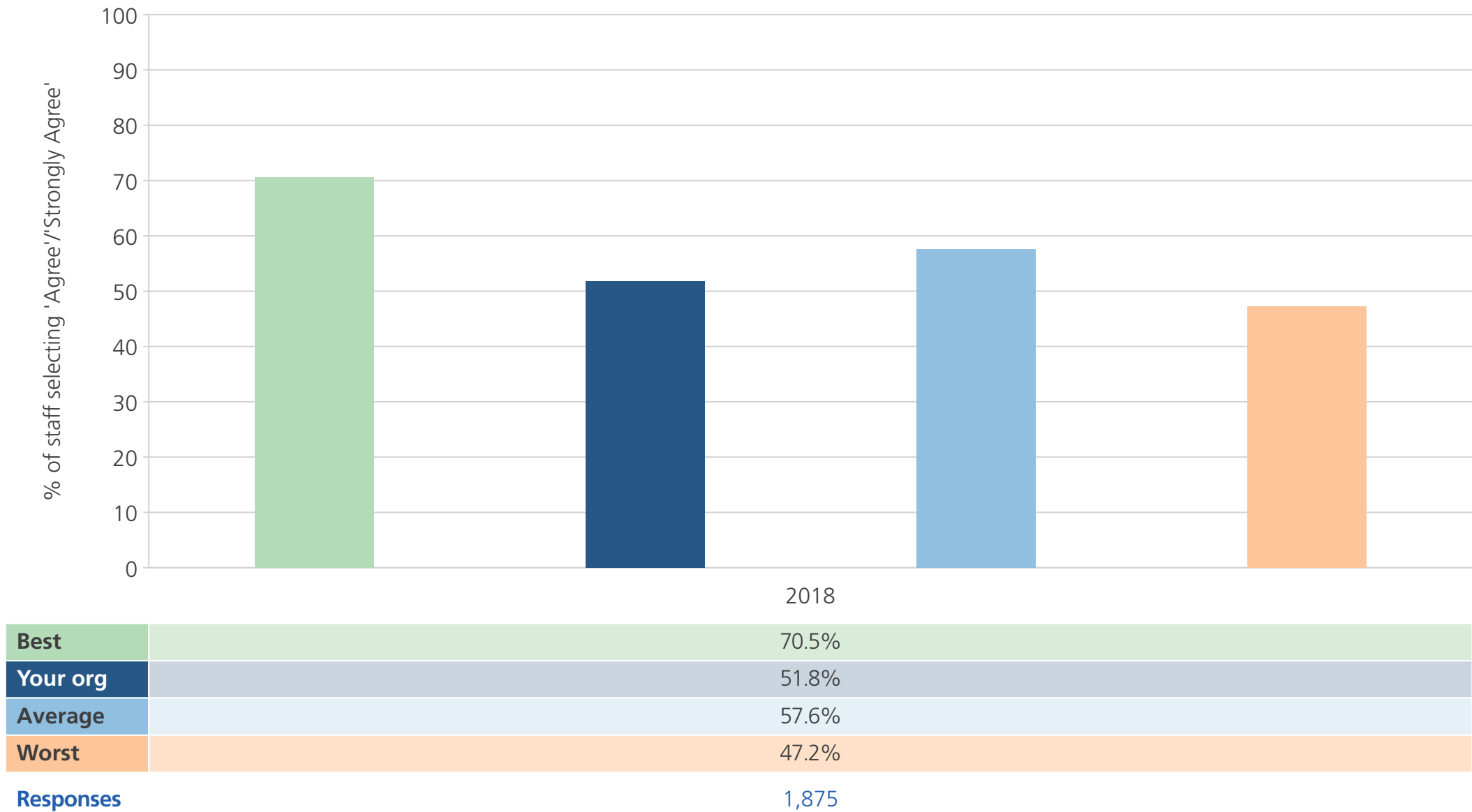
Responses

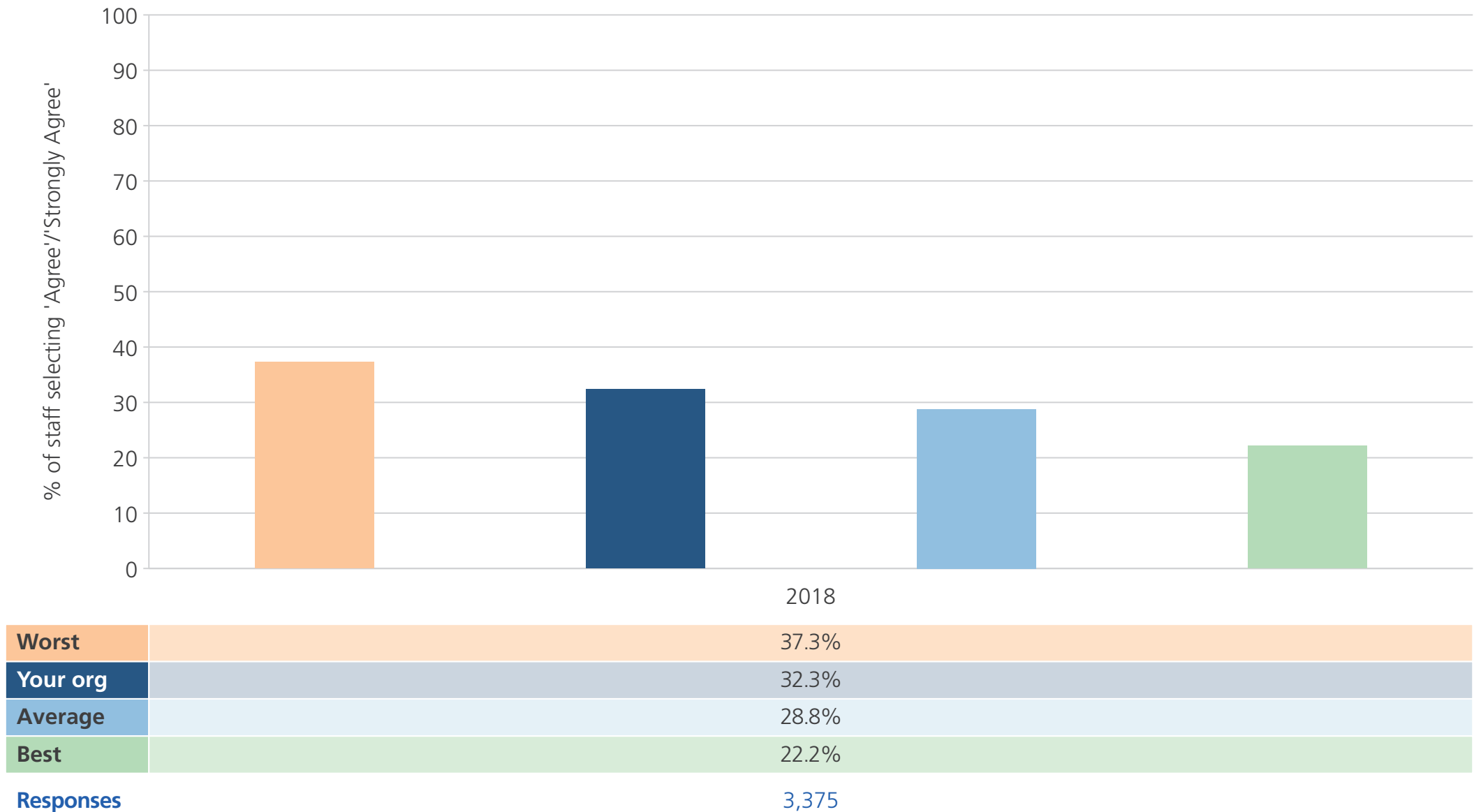
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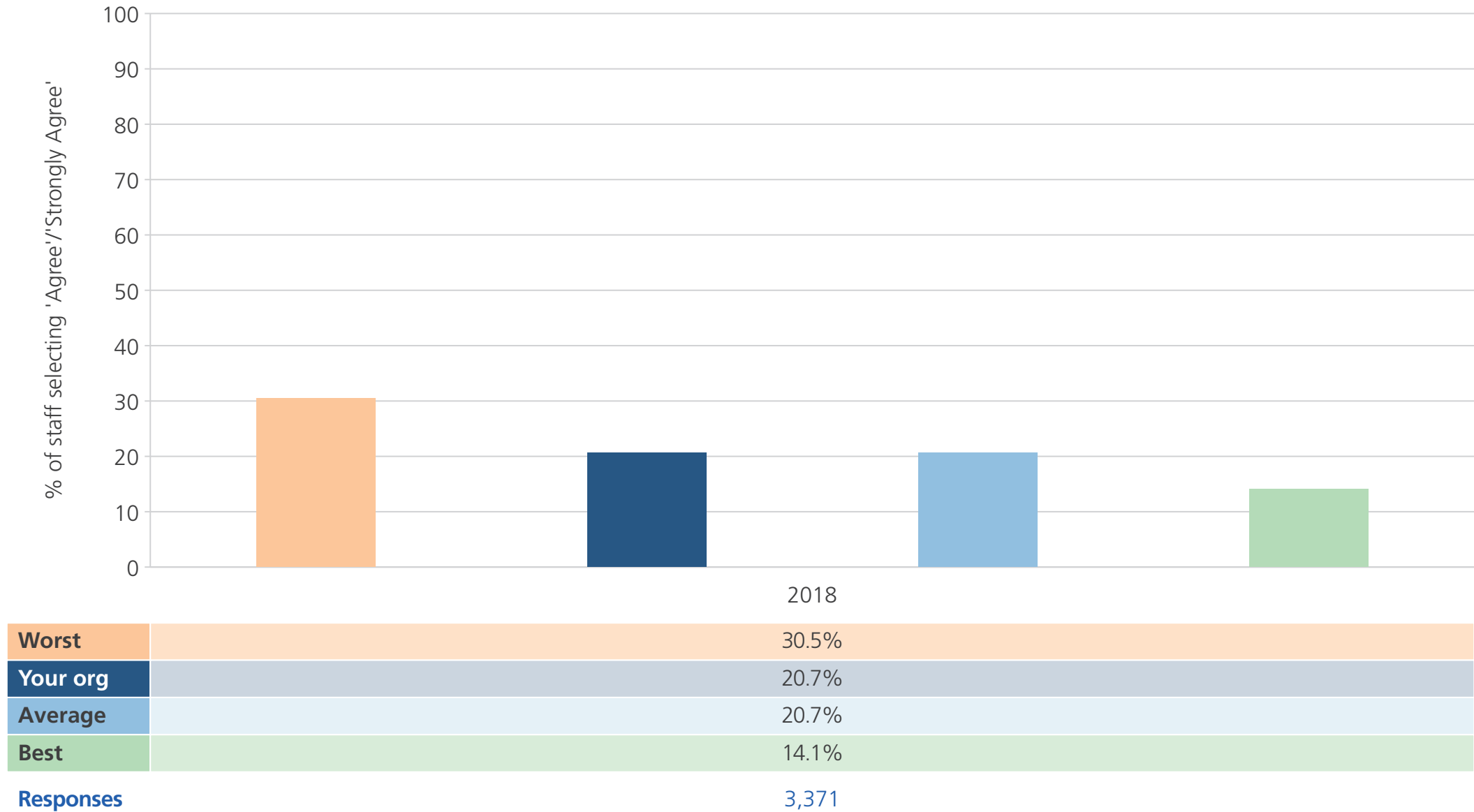
Note: This question was only answered by staff who selected 'Yes' on q22a.

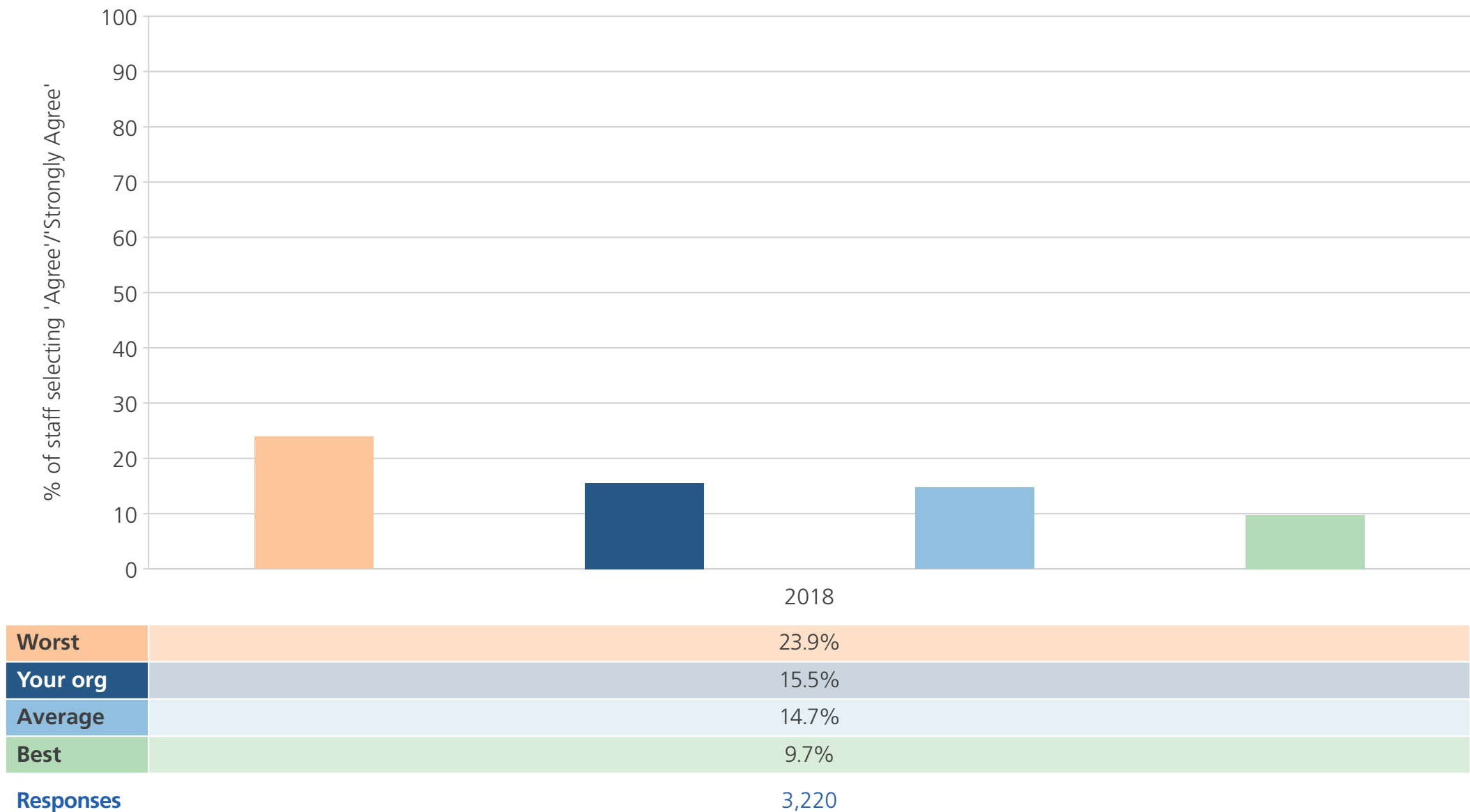


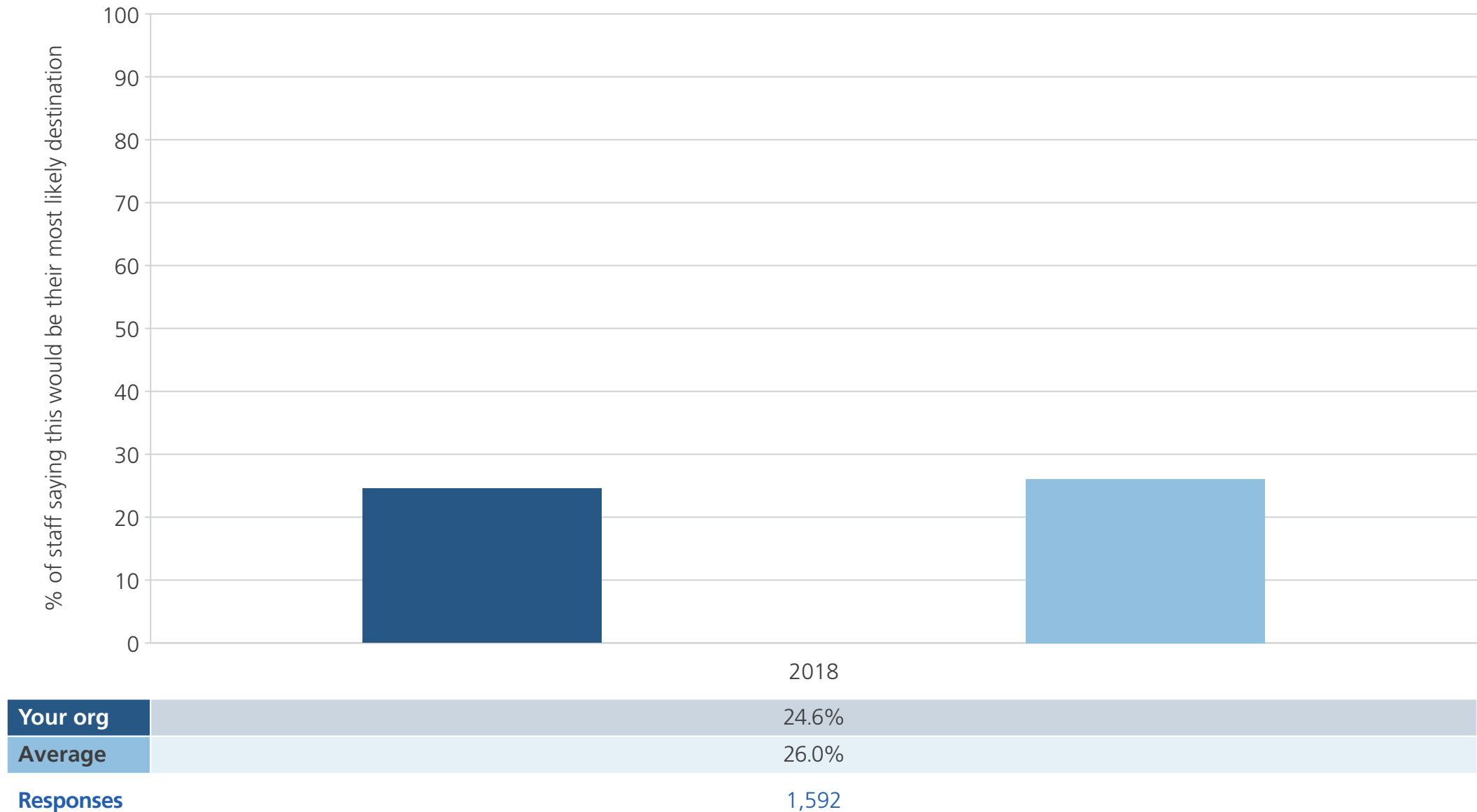
Note: This question was only answered by staff who selected 'Yes' on q22a.

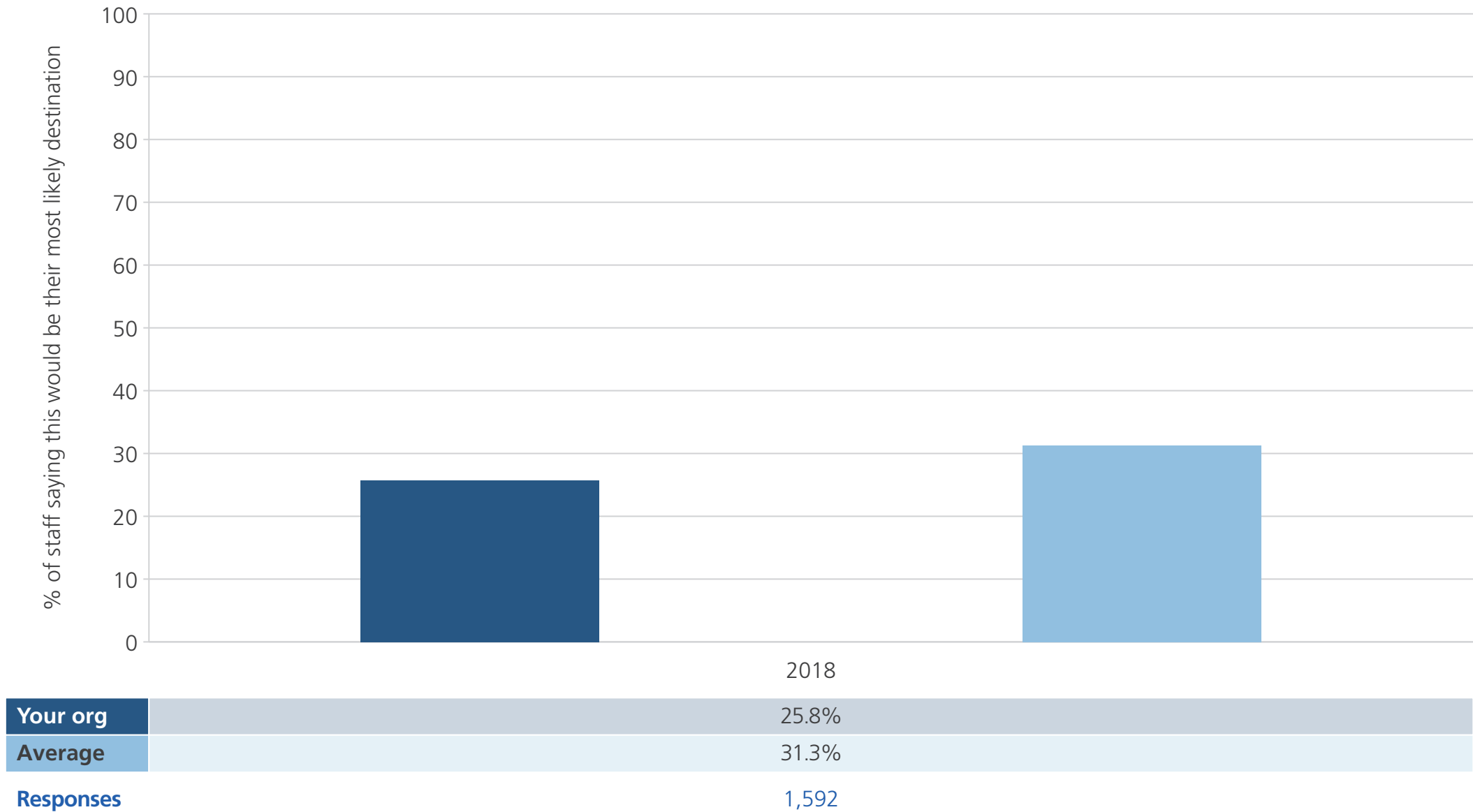


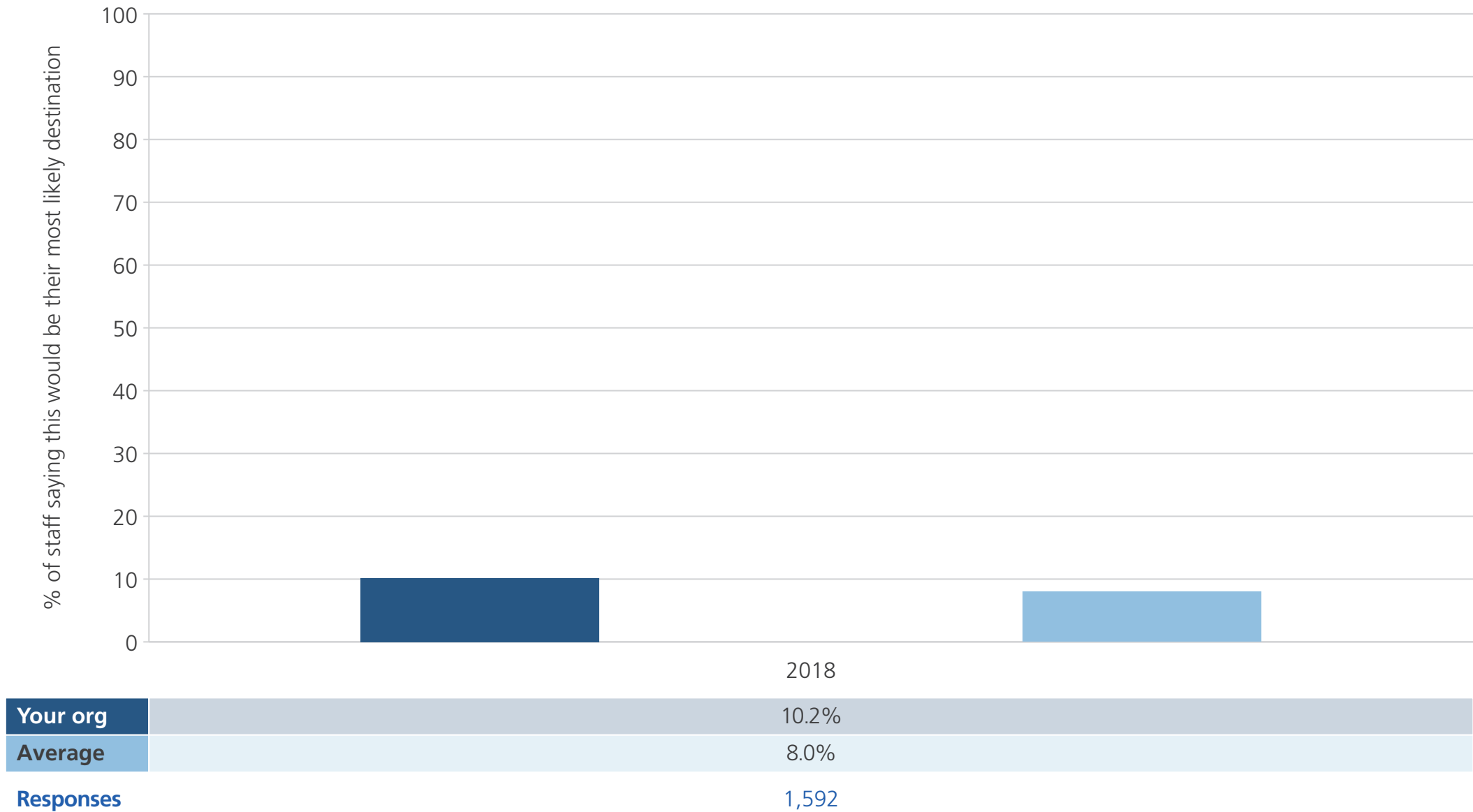


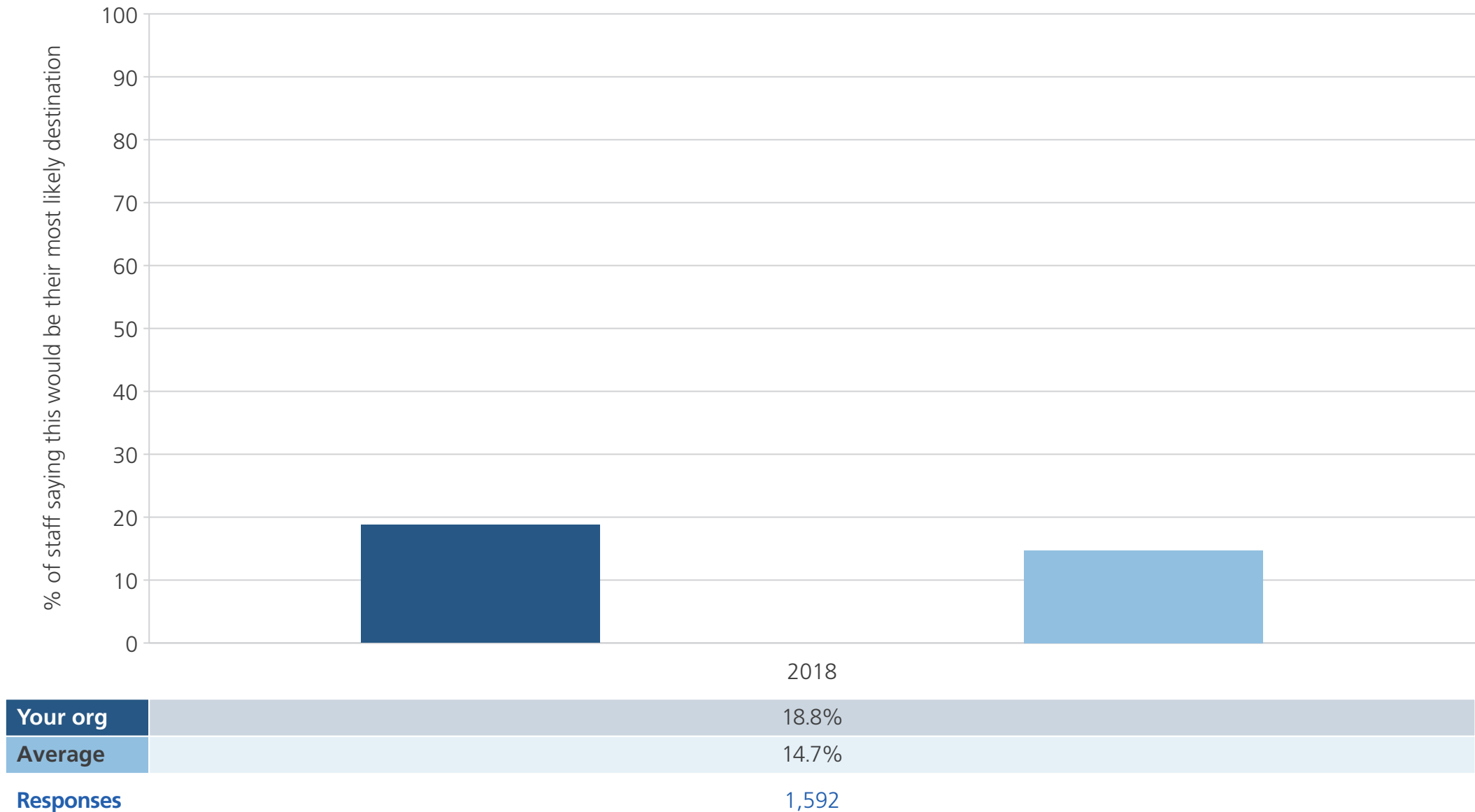


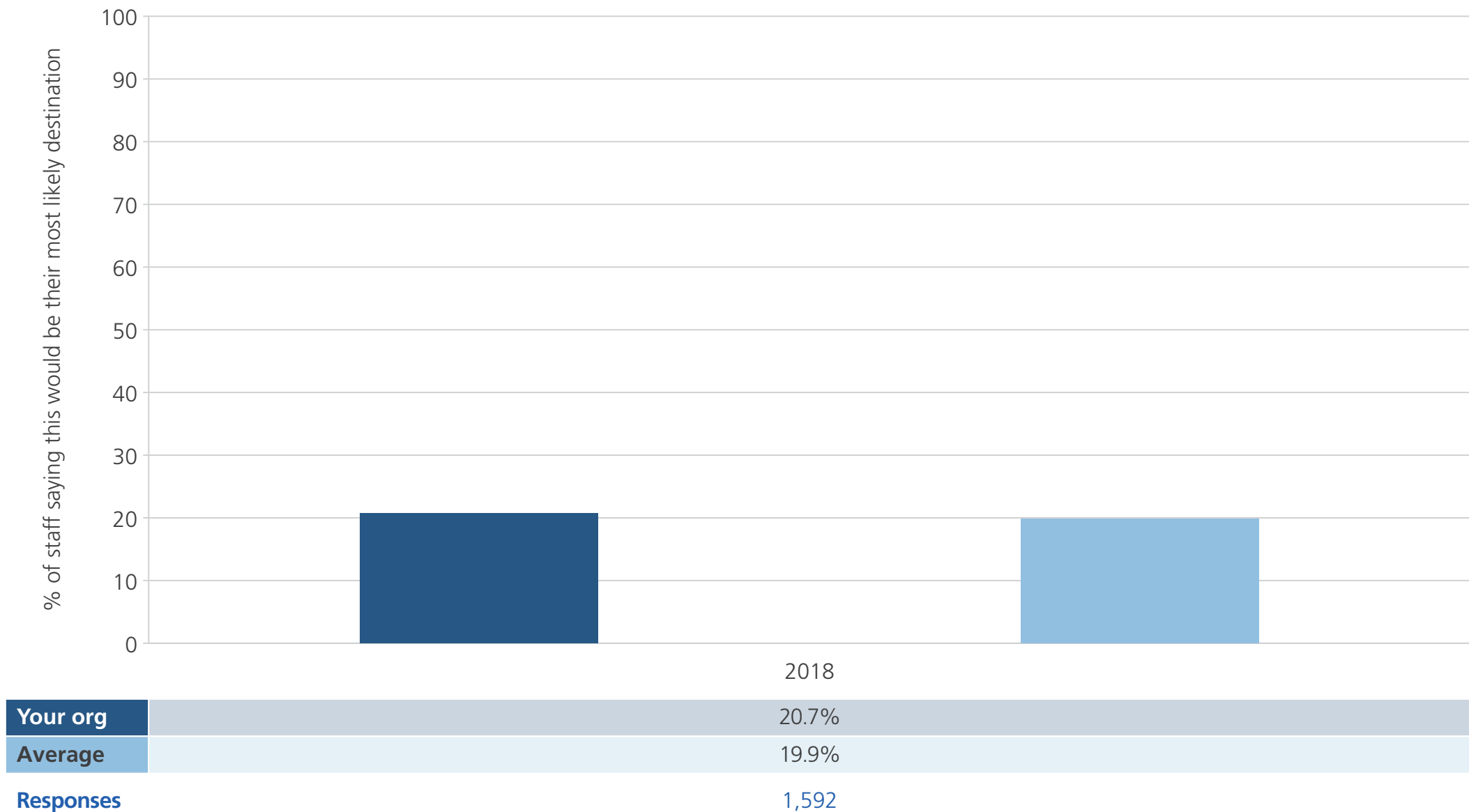






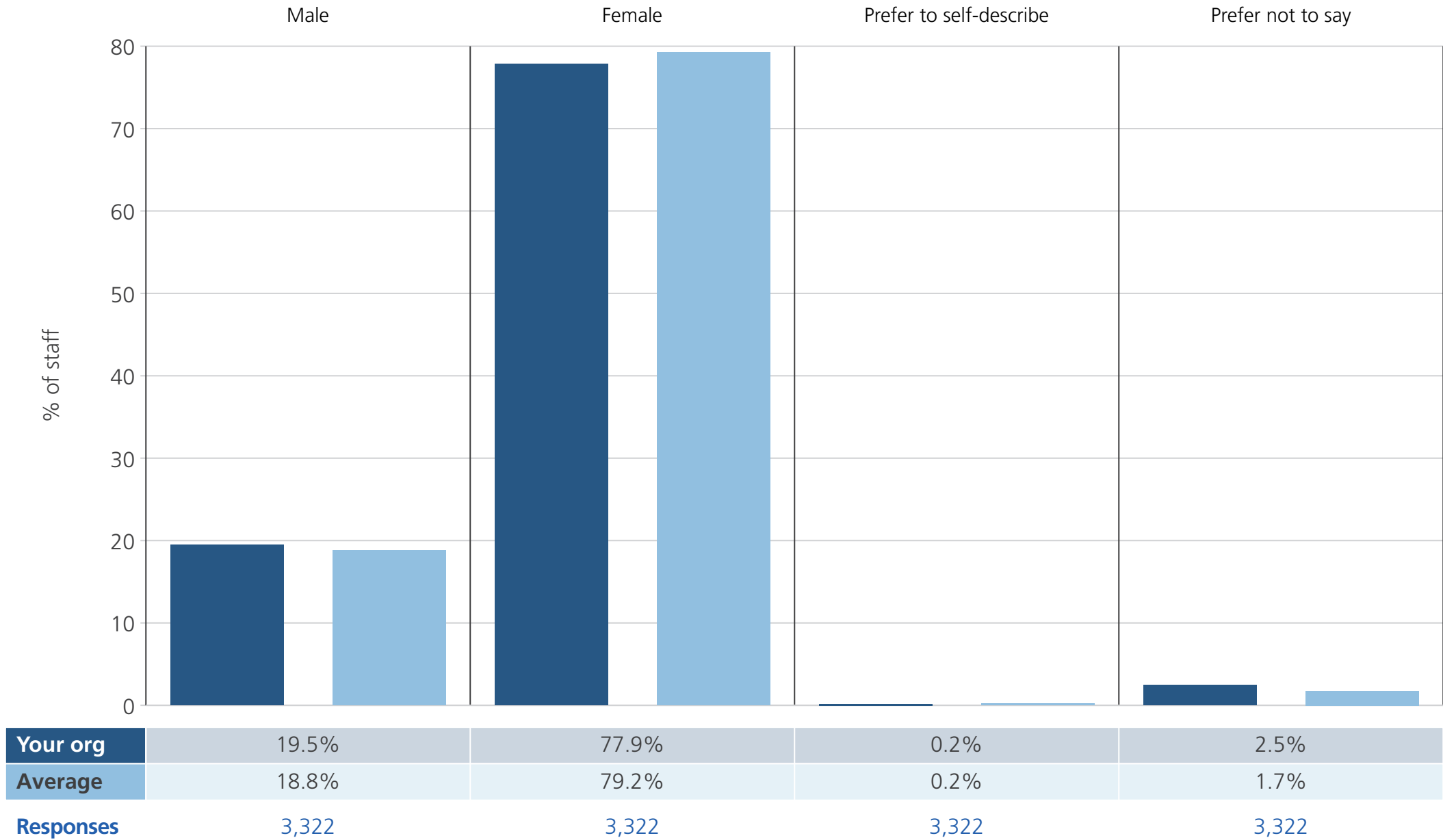


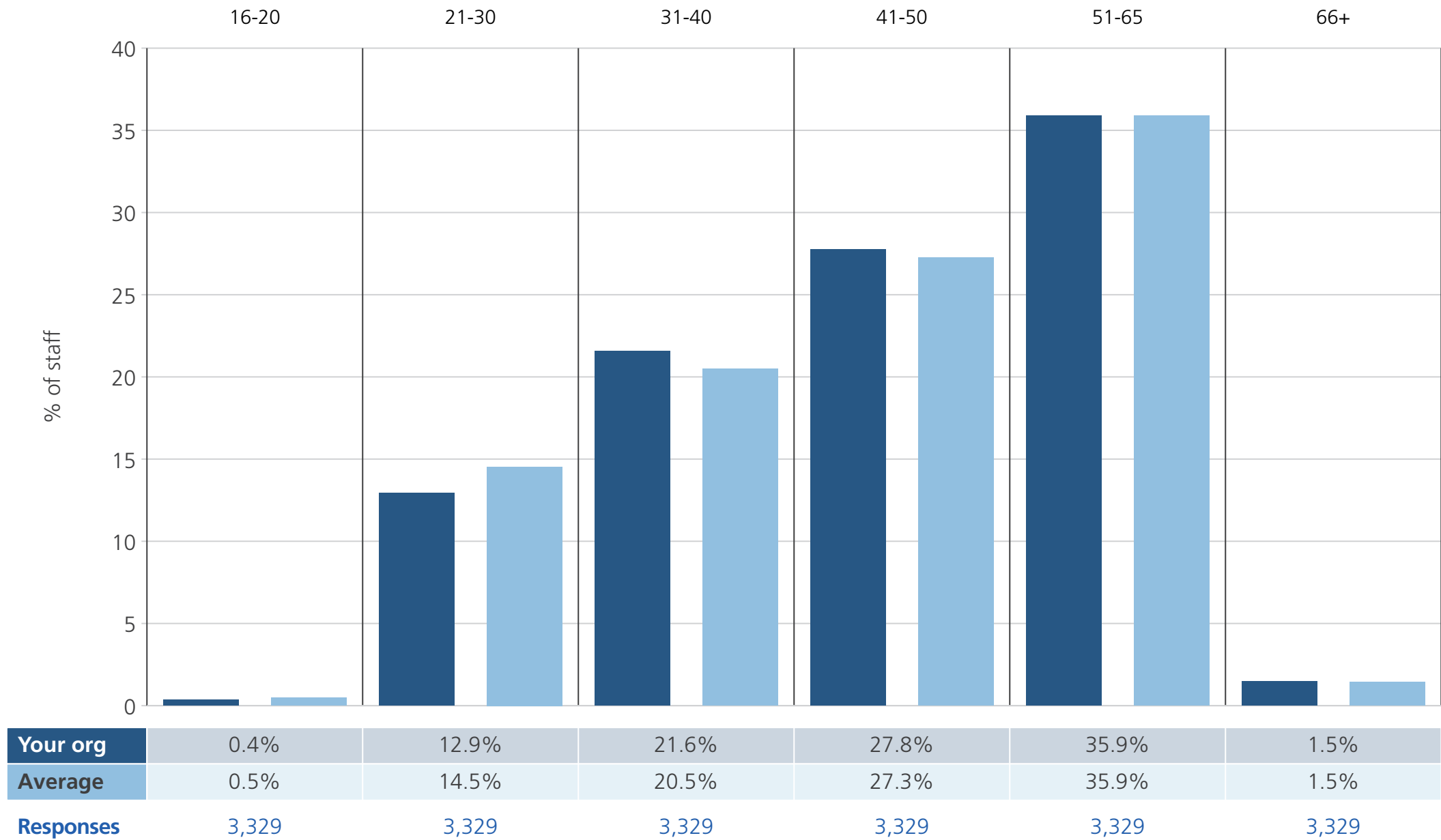


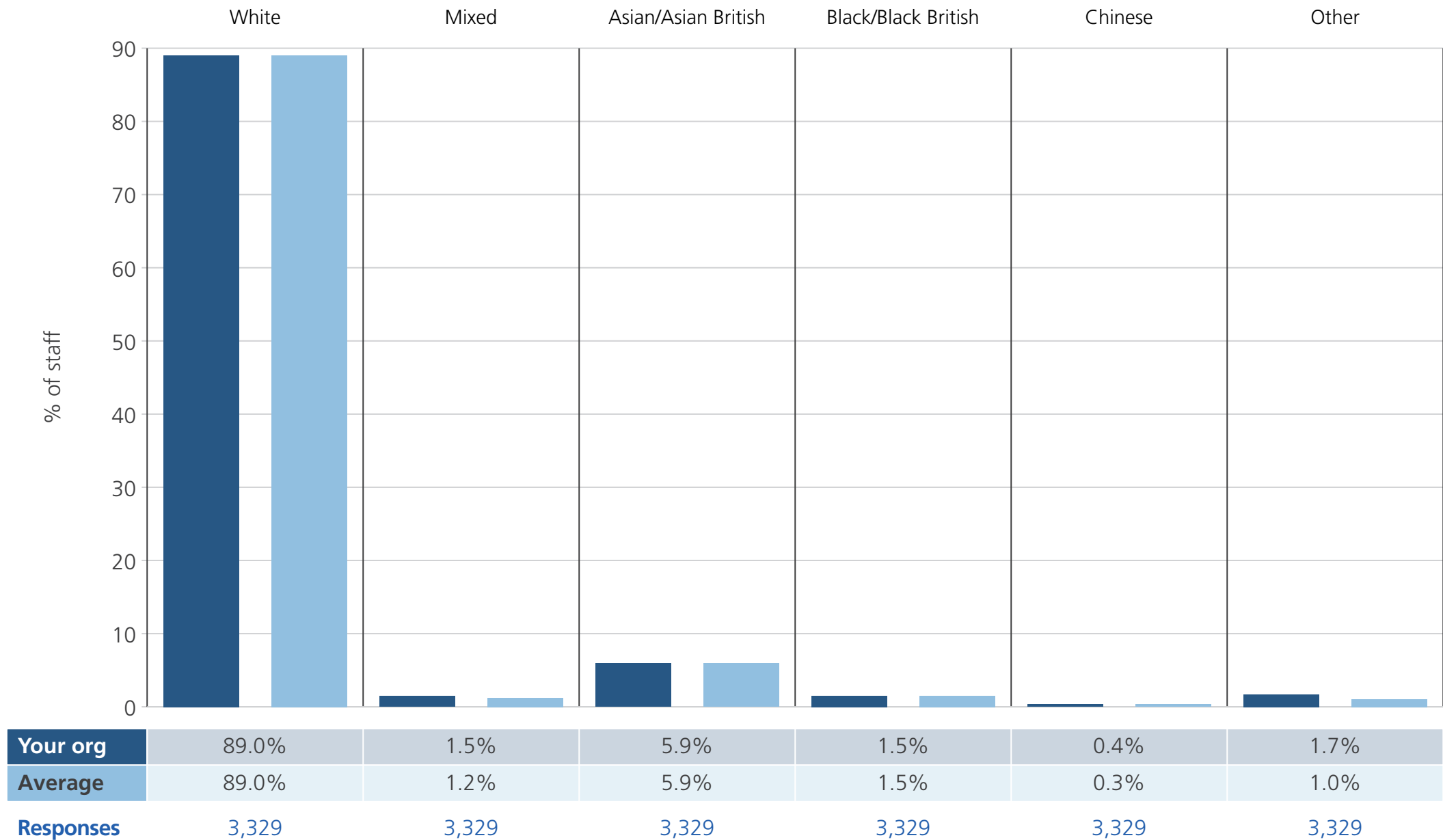


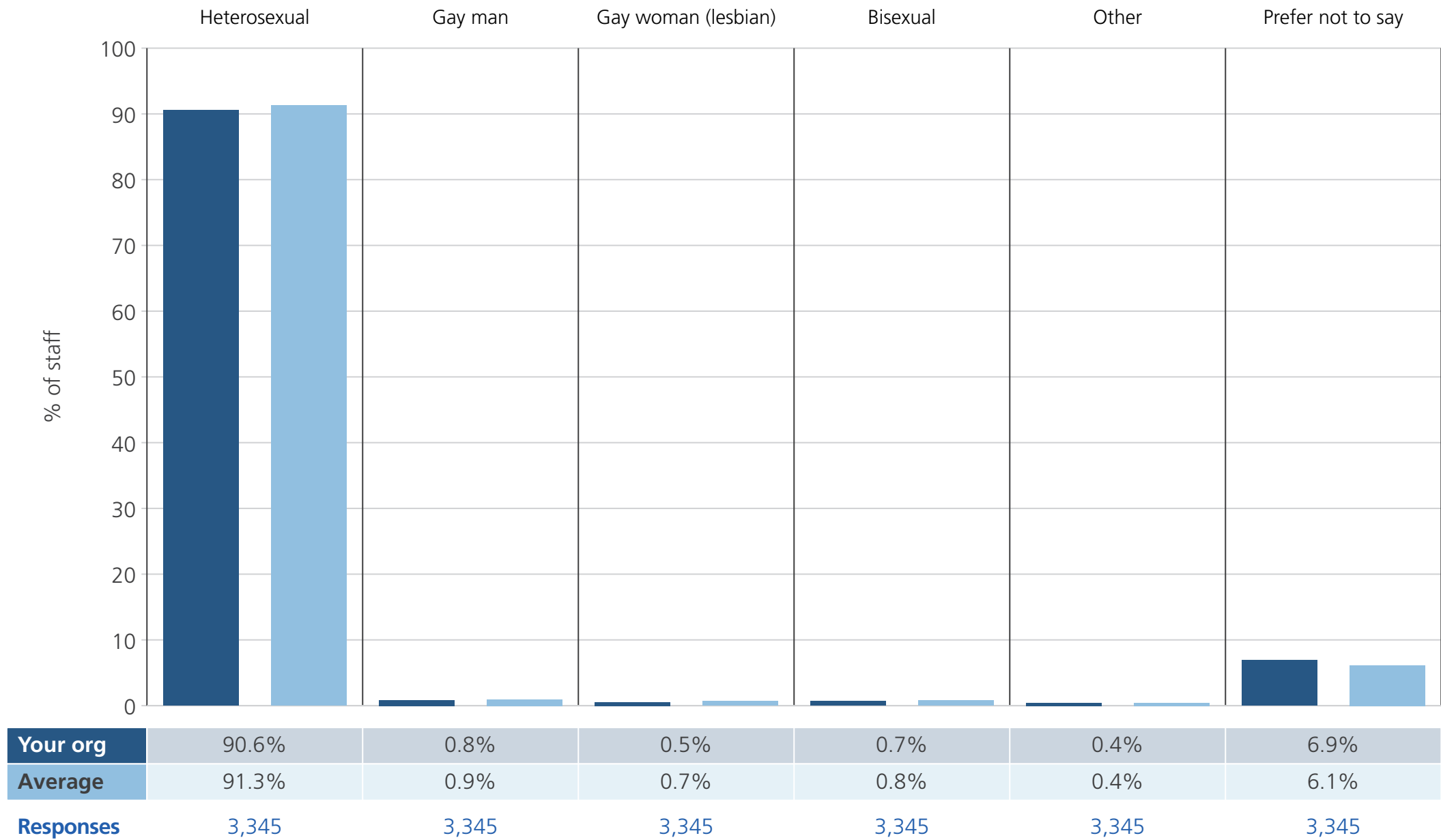
Question results – Background details

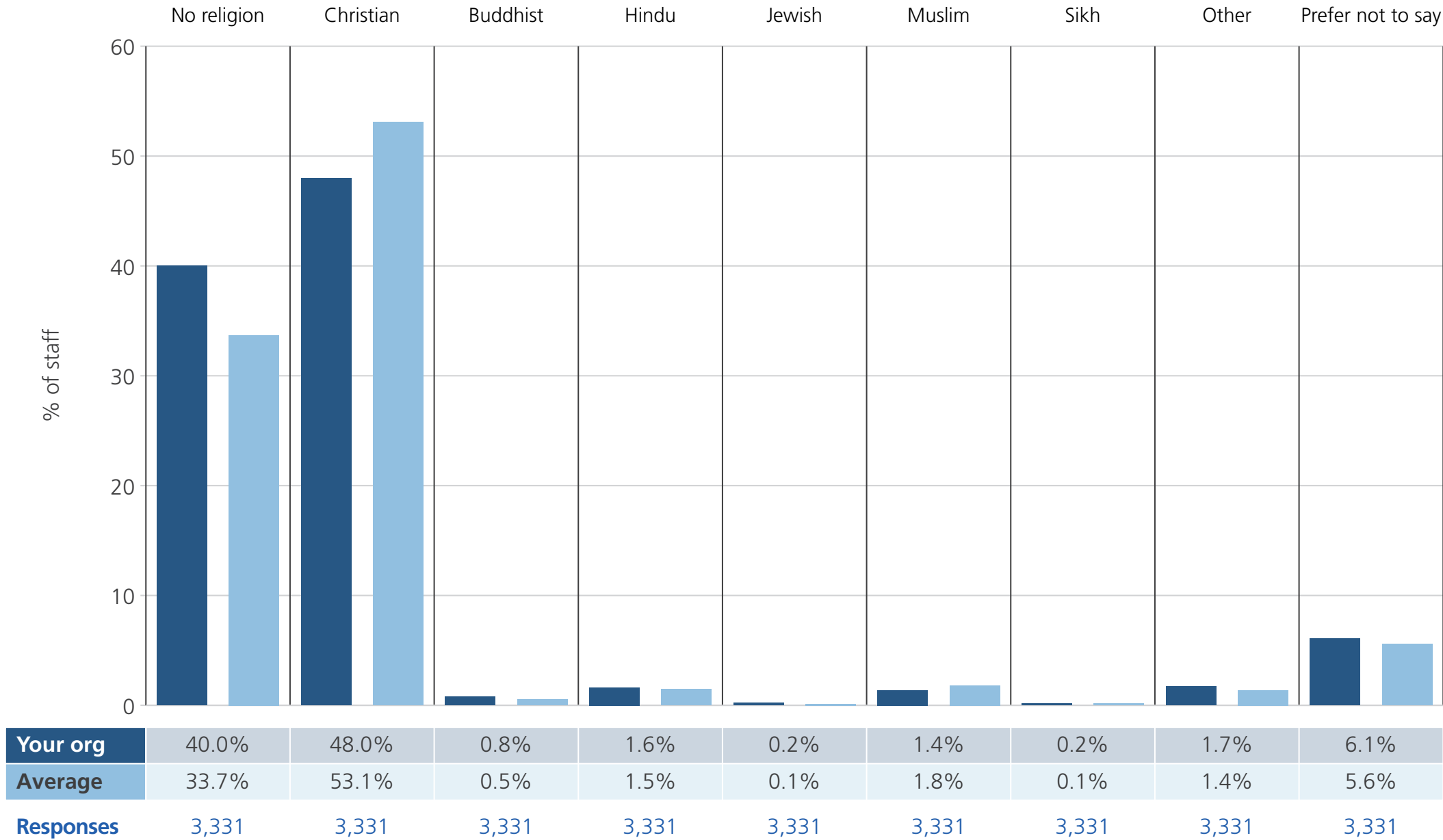
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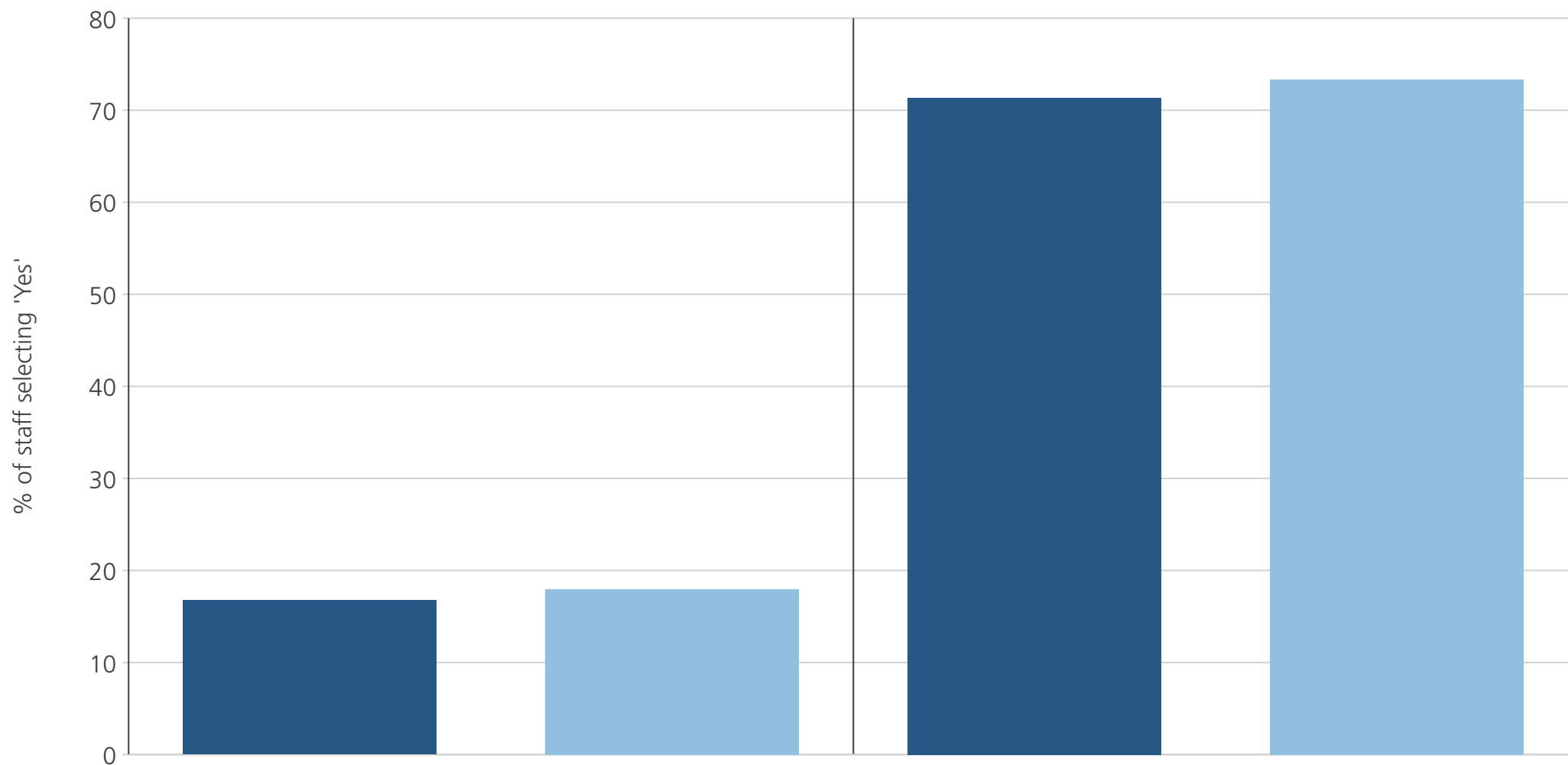






Do you have any physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last for 12 months or more?

Has your employer made adequate adjustment(s) to enable you to carry out your work?

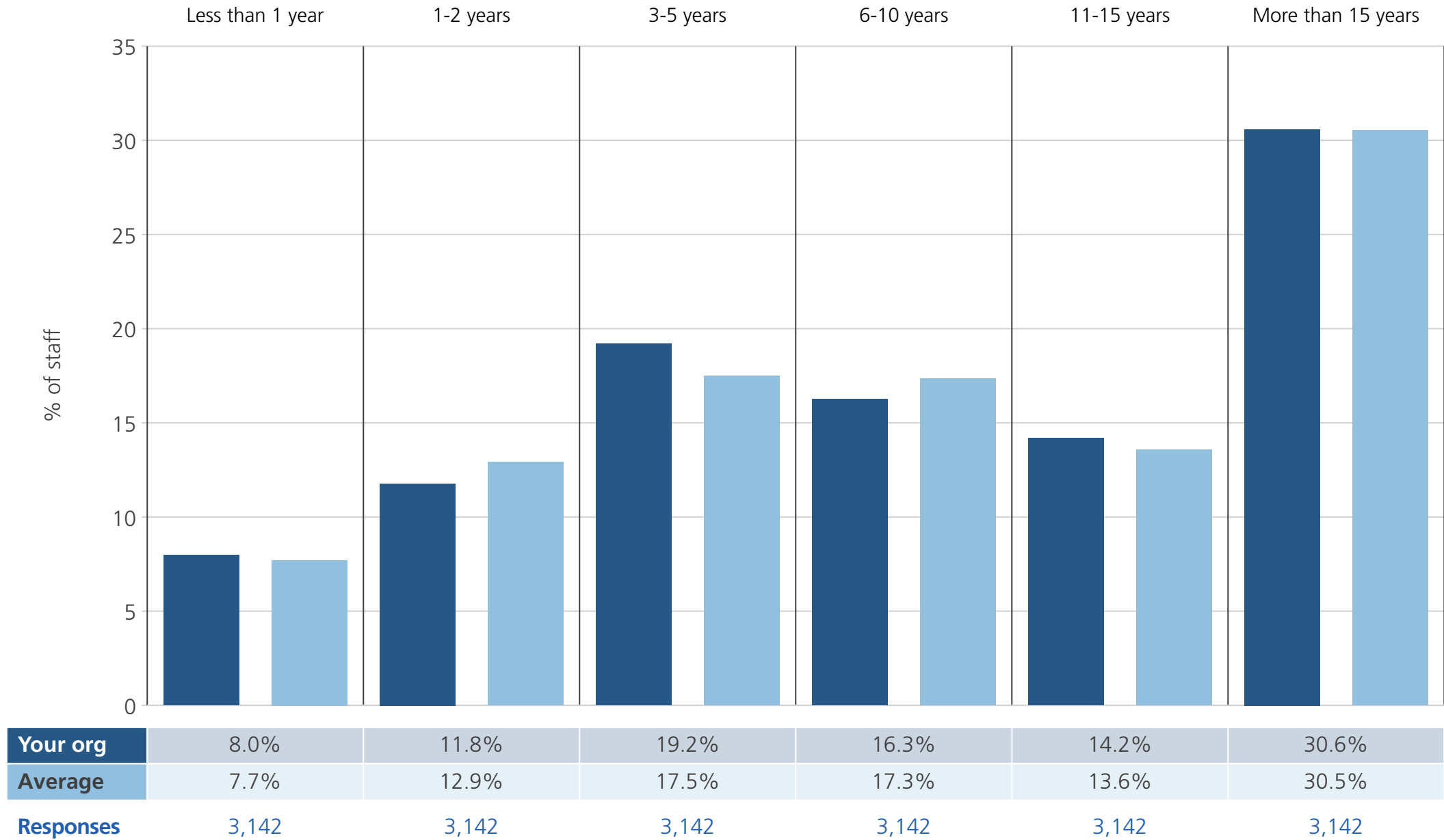


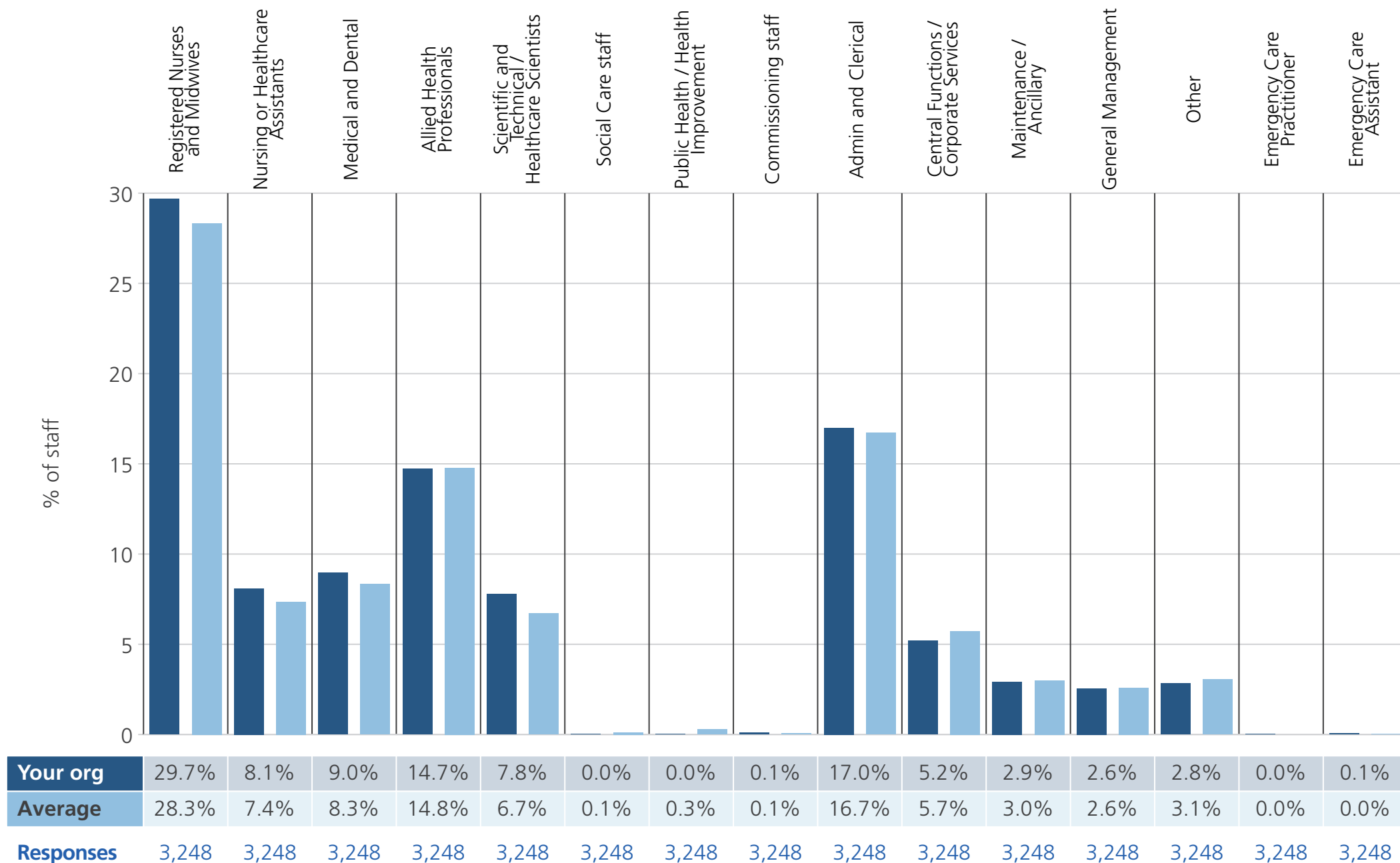
Your org	16.8%	71.4%
Average	18.0%	73.3%

Responses

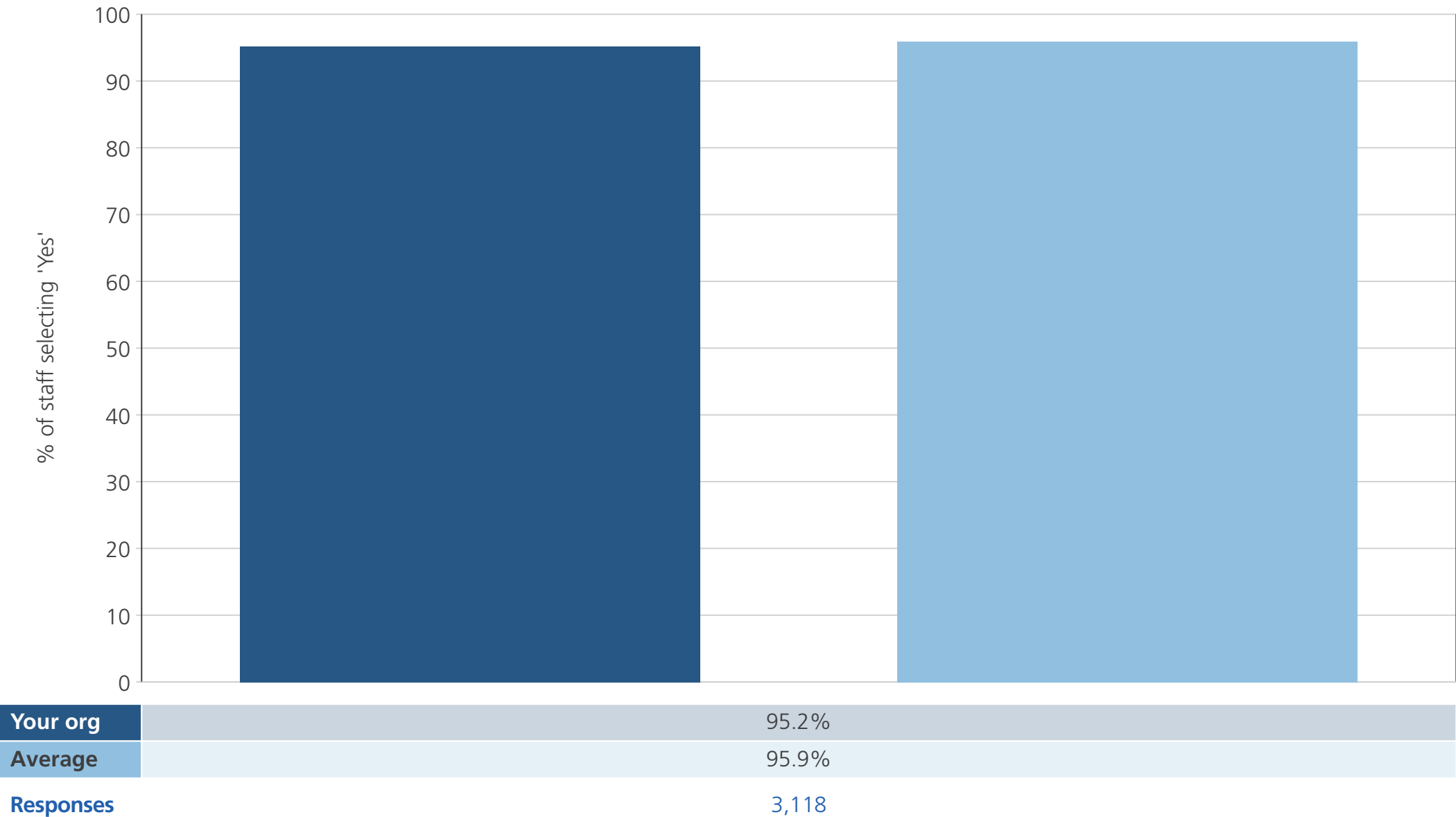
3,289

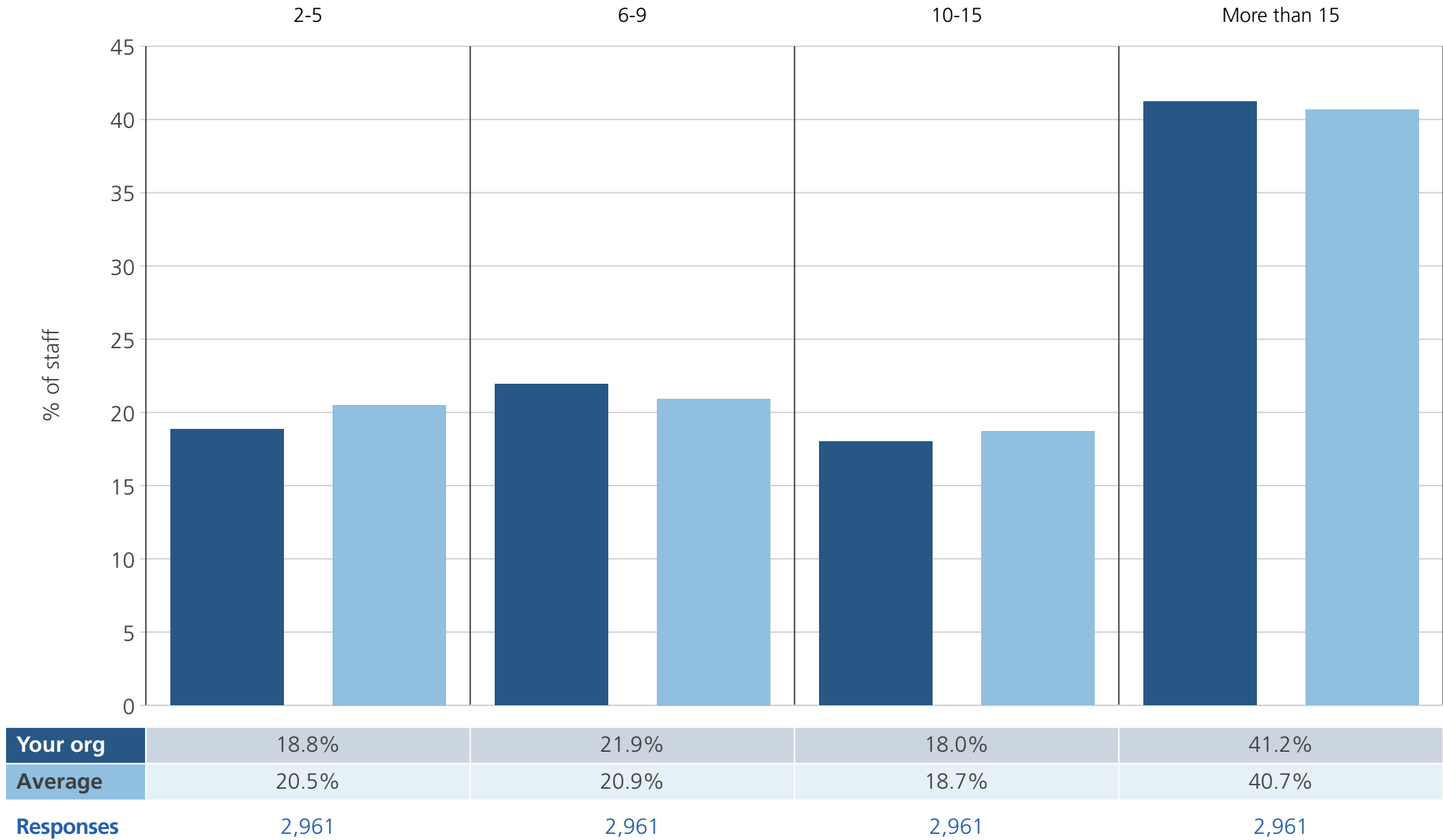
289





Do you work in a team?



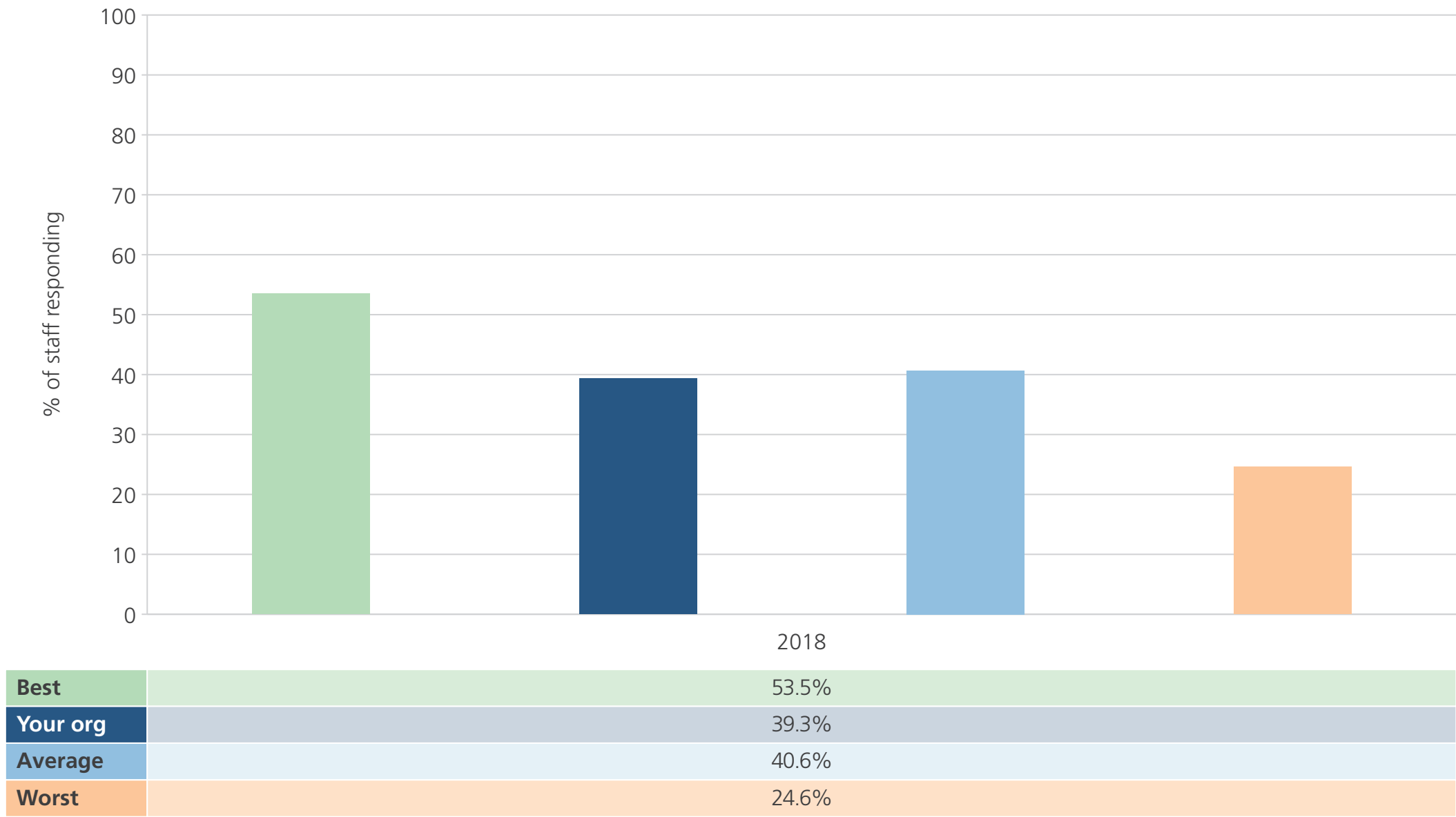


Appendices

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Appendix A: Response rate

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Appendix B: Significance testing - 2017 v 2018 theme results

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The table below presents the results of significance testing conducted on this year's theme scores and those from last year*. It details the organisation's theme scores for both years and the number of responses each of these are based on.

The final column contains the outcome of the significance testing: **↑** indicates that the 2018 score is significantly higher than last year's, whereas **↓** indicates that the 2018 score is significantly lower. If there is no statistically significant difference, you will see 'Not significant'. When there is no comparable data from the past survey year, you will see 'N/A'.

Theme	2017 score	2017 respondents	2018 score	2018 respondents	Statistically significant change?
Equality, diversity & inclusion			9.0	3441	N/A
Health & wellbeing			5.7	3484	N/A
Immediate managers			6.5	3503	N/A
Morale			5.9	3370	N/A
Quality of appraisals			4.9	2789	N/A
Quality of care			7.2	3154	N/A
Safe environment - Bullying & harassment			7.8	3431	N/A
Safe environment - Violence			9.5	3408	N/A
Safety culture			6.5	3426	N/A
Staff engagement			6.9	3584	N/A

* Statistical significance is tested using a two-tailed t-test with a 95% level of confidence.

Appendix C: Tips on using your benchmark report

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The following pages include tips on how to read, interpret and use the data in this report. The **suggestions are aimed at users who would like some guidance on how to understand the data** in this report. These suggestions are by no means the only way to analyse or use the data, but have been included to aid users transitioning from the previous version of the benchmark report and those who are new to the Staff Survey.



Key changes to note

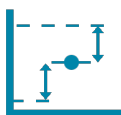
There are a number of differences in this benchmark report compared to the old style of benchmark reports, that was used prior to the 2018 survey, which are worth noting



- Key Findings have been replaced by themes. The themes cover ten areas of staff experience and present results in these areas in a clear and consistent way. All of the ten themes are scored on a 0-10 scale, where a higher score is more positive than a lower score. These theme scores are created by scoring question results and grouping these results together. **Please note that you cannot directly compare Key Finding results to theme results.**



- A key feature of the new reports is that they **provide organisations with up to 5 years of trend data** across theme and question results. Trend data provides a much **more reliable indication of whether the most recent results represent a change from the norm** for an organisation than comparing the most recent results to those from the previous year. Taking a longer term view will help organisations to identify trends over several years that may have been missed when comparisons were drawn solely between the current and previous year.



- **Question results are now benchmarked** so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. This benchmarking has been extended to the trend data that is available so that organisations can identify how results on each question have changed for themselves and their peers over time by looking at a single graph.

When analysing theme results, it is easiest to start with the **theme overview** page to quickly identify areas which are doing better or worse in comparison to other organisations in the given benchmarking group.

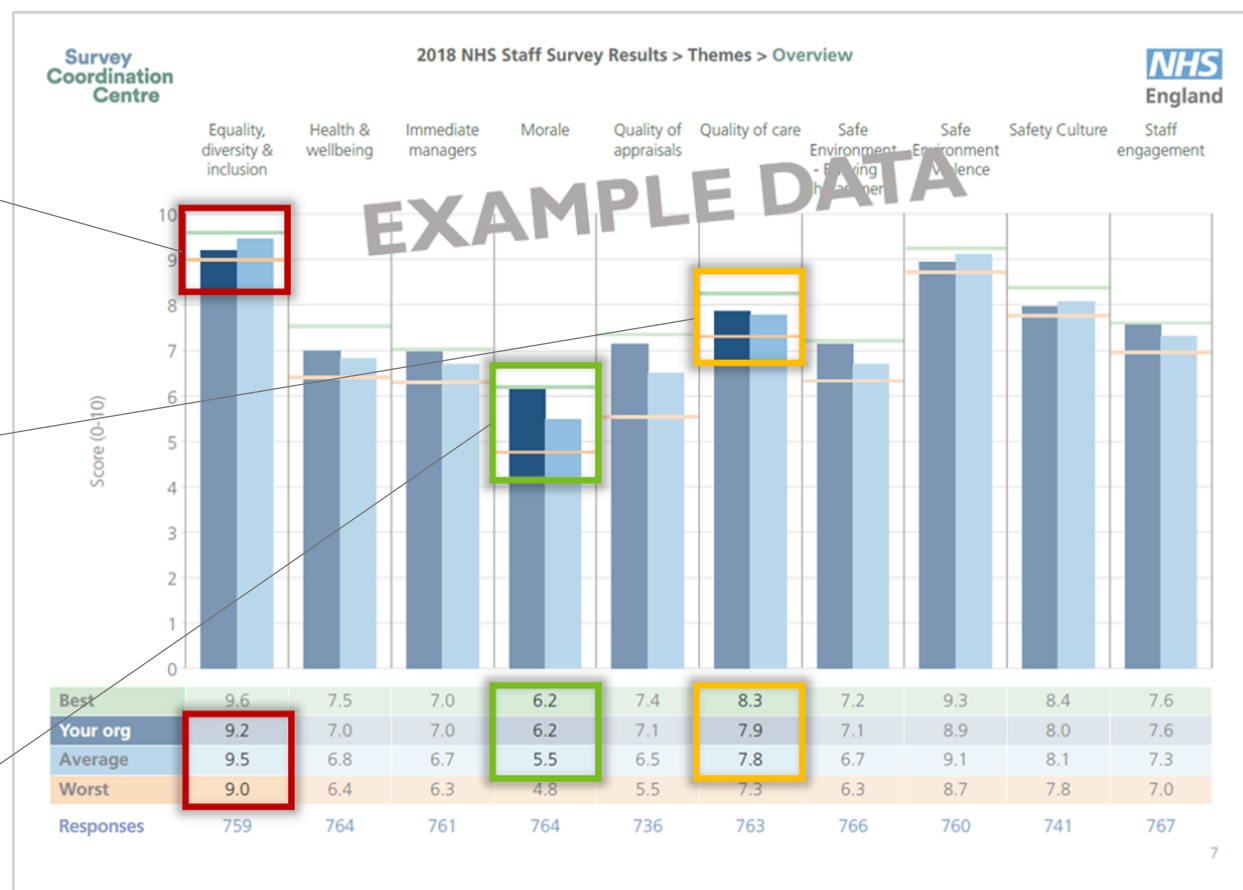
It is important to **consider each theme result within the range of its benchmarking group 'Best' and 'Worst' scores**, rather than comparing theme scores to one another. Comparing organisation scores to the benchmarking group average is another important point of reference.

Areas to improve

- By checking where the 'Your org' column/value is lower than the benchmarking group 'Average' you can quickly identify areas for improvement.
- It is worth looking at the difference between the 'Your org' result and the benchmarking group 'Worst' score. The closer your organisation's result is to the worst score, the more concerning the result.
- Results where your organisation's score is only marginally better than the 'Average', but still lags behind the best result by a notable margin, could also be considered as areas for further improvement.

Positive outcomes

- Similarly, using the overview page it is easy to identify themes which show a positive outcome for your organisation, where 'Your org' scores are distinctly higher than the benchmarking group 'Average' score.

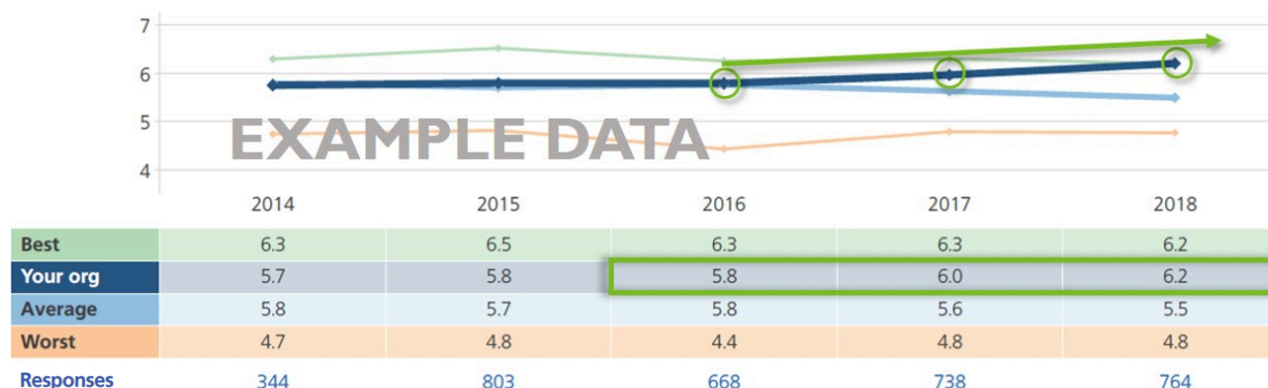


Only one example is highlighted for each point

- Positive stories to report could be ones where your organisation approaches or matches the benchmarking group's 'Best' score.

Review trend data

Trend data can be used to identify measures which have been consistently improving for your organisation (i.e. showing an upward trend) over the past years and ones which have been declining over time. These charts can **help establish if there is genuine change in the results** (if the results are consistently improving or declining over time), or whether a change between years is just a minor **year-on-year** fluctuation.

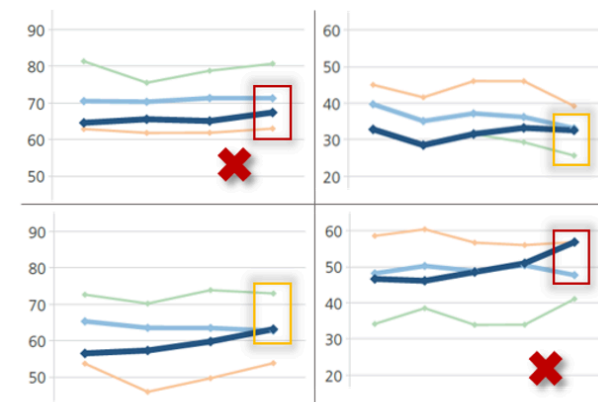


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

Review questions feeding into the themes

In order to understand exactly which factors are driving your organisation's theme score, you should review the questions feeding into the theme. The **'Detailed information'** section contains the questions contributing to each theme, grouped together, thus they can be reviewed easily without the need to search through the 'Question results' section. By comparing 'Your org' scores to the benchmarking group 'Average', 'Best' and 'Worst' scores for each question, the **questions which are driving your organisation's theme results can be identified**.

For themes where results need improvement, action plans can be formulated to **focus on the areas where the organisation's results fall between the benchmarking group average and worst results**. Remember to keep an eye out for questions where a lower percentage is a better outcome – such as questions on violence or harassment, bullying and abuse.



✗ = Negative driver, org result falls between average & worst benchmarking group result for question

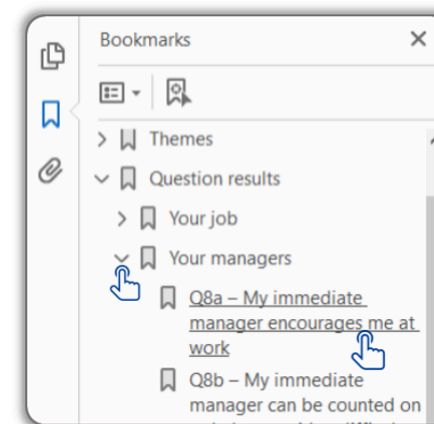
This benchmark report displays results for all questions in the questionnaire, including benchmarked trend data wherever available. While this a key feature of the report, at first glance the amount of information contained on more than 110 pages might appear daunting. The below suggestions aim to provide some guidance on how to get started with navigating through this set of data.

Identifying questions of interest

➤ Pre-defined questions of interest – key questions for your organisation

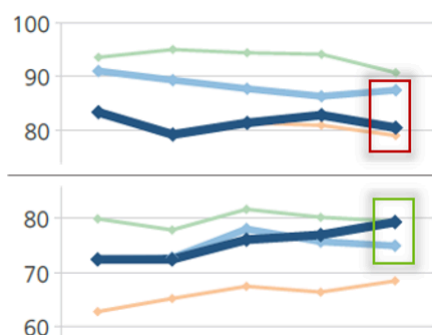
- Most organisations will have questions which have traditionally been a focus for them. Questions which have been targeted with internal policies or programmes, or whose results are of heightened importance due to organisation values or because they are considered a proxy for key issues. Outcomes for these questions can now be assessed on the backdrop of benchmark and historical trend data.
- **Note:** The bookmarks bar allows for easy navigation through the report, allowing subsections of the report to be folded, for quick access to questions through hyperlinks.

Use the bookmarks bar to navigate directly to questions of interest



➤ Identifying questions of interest based on the results in this report

The methods recommended to review your theme results can also be applied to pick out question level results of interest. However, **unlike themes where a higher score always indicates a better result, it is important to keep an eye out for questions where a lower percentage relates to a better outcome** (see details on the 'Using the report' page in the 'Introduction' section).





- **To identify areas of concern:** look for questions where the organisation value falls between the benchmarking group average and the worst score, particularly questions where your organisation result is very close to the worst score. Review changes in the trend data to establish if there has been a decline or stagnation in results across multiple years, but consider the context of how the trust has performed in comparison to its benchmarking group over this period. A positive trend for a question that is still below the average result can be seen as good progress to build on further in the future.
- **When looking for positive outcomes:** search for results where your organisation is closest to the benchmarking group best result (but remember to consider results for previous years), or ones where there is a clear trend of continued improvement over multiple years.

Appendix D: Additional reporting outputs




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Below are links to other key reporting outputs which complement this report. A full list and more detailed explanation of the reporting outputs is included in the Technical Document.

Supporting documents

-  **Basic Guide:** Provides a brief overview of the NHS Staff Survey data and details on what is contained in each of the reporting outputs.
-  **Technical Document:** Contains technical details about the NHS Staff Survey data, including: data cleaning, weighting, benchmarking, theme/KF calculations, historical comparability of organisations and questions in the survey.

Other local results

-  **Key Finding results spreadsheet:** Response rate & KF results for every organisation (2017 & 2018). The results are compared and the difference between years is tested for statistical significance.
-  **Local Breakdowns:** Dashboards containing results for each organisation broken down by demographic characteristics. Data is available for up to five years where possible.
-  **Directorate Reports:** Reports containing theme results split by directorate (locality) for East Suffolk and North Essex NHS Foundation Trust.

National results

-  **National Trend Data** and **National Breakdowns:** Dashboards containing national results – data available for five years where possible.